

# QAS<sup>1</sup>

## OVER-ARCHING QUALITY ASSURANCE

### MANUAL 2021 V2.0<sup>2</sup>

# City of Dublin Education Training Board

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<sup>1</sup> Any reference to TQAS within this document now refers to QAS

<sup>2</sup> This Quality Assurance System QA Manual reflects the content agreed between SOLAS and QQI (formerly FETAC) in 2006, and subsequent updates made by City of Dublin ETB through agreed consultative processes.

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## Our Mission

Our mission is to provide professional high quality education and training services for people in Dublin city that contributes both to the personal development of the individual as well as to the overall social, economic and cultural development of the City..

## Our Vision

Our vision is to:

- Lead on the development and delivery of education provision in Dublin City.
- Actively provide inclusive, professional, high quality Education and Training in Dublin City.
- Respond to the developing and emerging need for education provision in Dublin City.
- Deliver programmes that provide suitable qualifications for, and progression routes into more advanced education courses, training programmes and employment.
- Develop a comprehensive Youth Service in Dublin City.
- Deliver a well-managed, efficient, and fully accountable national awarding authority for student grants.

Our core belief is that every person has a right to access Education and Training opportunities that will enable them to achieve their full potential.

To support the individual to achieve their potential it is necessary for us as a service provider to be:

**Inclusive:** we are open to all learners who can benefit from the courses that we offer and who come within the legislative scope of our services.

**Respectful:** we respect the right to equal treatment for all persons availing of our services, respecting the rights of the individual including respecting the person and their right to privacy.

**Responsive:** we are responsive to the changing needs of people and society especially the needs of people who are socially disadvantaged and/or unemployed

**Enabling:** we provide opportunities to enable people to achieve their Education and Training potential.

## Our Commitments

We commit to:

- promoting professional excellence in teaching and training, and quality outcomes in learning
- providing a positive, agile, empowering working environment
- encouraging staff development
- recognising achievements at every level
- promoting professional excellence in our education and training support services and in our administration
- promoting professional excellence and quality outcomes in youth work services
- delivering education, training and supporting youth services that are inclusive, multi-denominational, and bound by an appropriate relationship of care and respect
- responding to the needs of the learner as economic, societal and employment needs emerge
- responding to economic and societal demands
- embracing individuality, diversity and inclusivity
- advocating civic, social, community and global responsibilities
- advocating for student, staff, parent and community participation in City of Dublin ETB education, training and youth services
- promoting professional excellence in processing and delivering student grants through Student Universal Support Ireland (SUSI)

## City of Dublin ETB Quality Assurance Background to Quality Assurance Developments

In 2102, FETAC was taken into the Qualification and Quality Assurance Authority of Ireland (QQI) along with other previous statutory bodies. QQI is an awarding body but also the external quality assurance agency for all education and training providers in Ireland including City of Dublin ETB.

City of Dublin ETB was established under The Education and Training Boards Act 2013. Following ministerial approval, the City of Dublin Vocational Education Committee was officially dissolved as of 1st July 2013 and the City of Dublin Education and Training Board was officially established. City of Dublin ETB is the statutory and primary provider of programmes of Further Education and Training (FET) in Dublin City.

On the 27<sup>th</sup> of October 2014 SOLAS was established. FÁS was dissolved and the training provision and 16 training centres under SOLAS governance will shortly be transferred to the ETBs.

In 2014, Regularisation of Arrangements Agreements were signed between all ETBs and QQI. City of Dublin ETB took on the provider role and responsibility for previous college and service QA agreements with QQI (formerly FETAC) and agreed to move towards a more '*unified system*' of QA. Previously City of Dublin ETB colleges and services were providers in their own right and had quality assurance (QA) agreements directly with the Further Education and Training Awards Council (FETAC), which preceded QQI. In line with this agreement City of Dublin ETB moved from the 22 legacy QA agreements to four consolidated QA procedures governing four services to include Adult Education Service and Education Service to Prisons, Colleges of Further Education, Training Centres and Youthreach

The original aim of this overarching quality assurance manual was to support the transfer of SOLAS training provision and training centres to City of Dublin ETB. However, the content of the manual reflects the content of the SOLAS QA Agreement with FETAC (now QQI) in 2006 and updates made by City of Dublin ETB through consultative processes and governance structures. This manual now represents the quality assurance procedures for Training Centres as one of the four service spheres of City of Dublin ETB.

### Review of Training Centre Quality Assurance Procedures 2020

Both Training Centres recognise the value of a robust quality assurance system and the approach has been taken to build on existing processes while taking appropriate account of risk and seeking to incorporate elements from other service spheres within City of Dublin ETB to move towards a more consistent and integrated approach to quality assurance.

The new Quality Assurance System (QAS) seeks to incorporate recommendations of various stakeholders, including staff representatives.

Greater levels of risk were identified with Second Providers and Evening Training provision, while lower levels of risk were posed by direct training provision within the Training Centres. The result is a two-tier system where all or fewer processes are implemented, depending on the level of risk associated with the circumstances of the training provision. This has been termed the 'Duality of Process'.

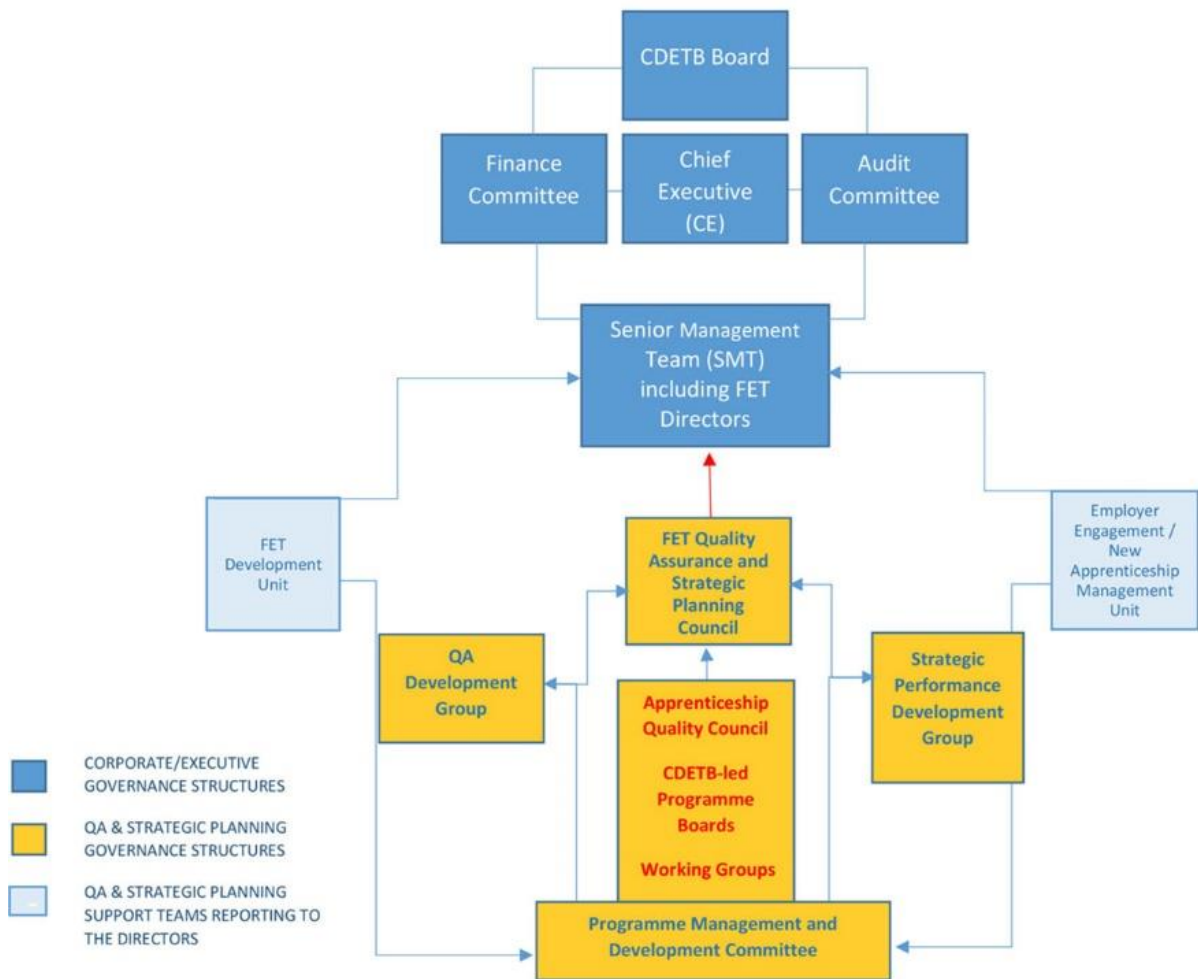
Enhancements to QAS:

The review and stakeholder consultation undertaken by the Training Centres has resulted in the following approved enhancements to the QAS for City of Dublin ETB Training Centres, which:

1. Facilitate the development of Locally Devised Assessments from both internal and external sources for inclusion in the central bank of assessments maintained by the Training Centres (CAMHS)
2. Reflect the establishment of Quality Teams in both CDTEB Training Centres – in common with all other Colleges/Centres in City of Dublin ETB
3. Reducing the bureaucratic burden within the lower risk area of service provision within Training Centres which allows for more time and resources to be directed towards teaching and learning

City of Dublin ETB Organisational Structure

CDETB Quality Assurance Governance and Strategic Planning



## **Quality Maintenance, Enhancement and Assurance Policy**

### **Definition of Quality Assurance**

Quality assurance is anything that a provider does to maintain, improve and ensure the quality of the learner experience and its outcomes for the learner, while policies and procedures are the documented approach to achieving this. Quality assurance policies and procedures operate at all levels, and provide guidance to management and staff on how to approach their work.

### **QQI QA Guidelines and Review Procedures**

City of Dublin ETB as the provider 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 guidelines.

City of Dublin ETB must review the effectiveness of their own QA procedures while having regard to the new QQI QA guidelines. City of Dublin ETB must also embed self-evaluation processes as part of monitoring and review to take place at all levels of the organisation and across all service spheres. This is a key QA activity designed to ensure service quality is maintained and enhanced on an on-going basis.

### **City of Dublin ETB Corporate Approach to Quality Maintenance & Enhancement**

The ethos underpinning the approach to quality assurance maintenance and enhancement is to work with our management teams and staff to find solutions and to promote and support collaboration and innovation. This approach recognises:

- that there should be an appropriate balance struck between corporate oversight and centre autonomy
- the principle of subsidiarity: Allowing decisions within a system of governance to be made at the most appropriate level.
- that all services are not the same, quality assurance procedures should fit and be appropriate within the context of the type of service to which they apply
- the importance of achieving consistency in standards of quality within and across services versus pursuing a wholly standardised approach to quality. A 'one-size fits all' approach cannot work across a diverse range of services.



**Strategic Objectives:**

In facing that challenge, City of Dublin ETB has set a number of strategic objectives:

1. Develop a more unified approach to QA in consultation with centres while maintaining the quality of the existing system
2. Devise a QA Road Map – contains our cycle of activities from learner recruitment to learner progression
3. Select procedural areas for City of Dublin ETB level review from the cycle of activities in order of priority
4. Consolidate and build on current best practice, recognising and showcasing the quality of existing systems, getting buy in from staff thus achieving the most positive outcomes for our learners
5. To review developed policies and procedures on an ongoing basis with our management teams and staff.
6. Establish an effective system for communicating with staff, ensuring that staff are aware of QA policy and procedural development and its impact at centre level.

## Quality Customer Service Charter

Every member of staff of the City of Dublin Education and Training Board (City of Dublin ETB) is committed to the principles of quality customer service as outlined below:

### Service for All

- We aim to provide a high quality accessible service to all our customers.
- We will ensure the rights to equal treatment established by legislation for all persons seeking our services.
- We will use modern technology to support our service delivery.
- We will foster a co-ordinated and integrated approach to the delivery of our services.

### Courteous Service

- We will provide our service in a polite and courteous manner.
- We will ensure that privacy is respected at all times

### When Entering our Buildings

- We will endeavour to ensure that all our buildings are accessible.
- We will keep our public and service areas safe and clean.

### Public Information

- We aim to ensure that all information we produce is clear, timely and accurate.
- Published information will be provided in an accessible and easy to read format and will also be available on our websites.
- Our public information, as per the Official Languages Act 2003, will be produced in both Irish and English and we will inform you of your right as a customer to choose to be dealt with through the medium of either Irish or English.
- Any member of staff visiting your home will carry official identification.

### Personal Information

- We will treat all personal information provided in a confidential manner and use such information only for the purposes for which it is supplied, in accordance with relevant legislation.

### Students/Participants and Staff

- We aim to provide the best service possible to students/participants of our learning programmes and activities.
- We recognise staff as internal customers.

### Consulting our Customers

- We will consult with you and evaluate the quality of our service on a regular basis.

### Complaints and Appeals

- We welcome and invite comments on the service we provide and any suggestions in this regard.
- There is a feedback facility on our website at [www.City of Dublin ETB.ie](http://www.City of Dublin ETB.ie)
- In the event that you are unhappy with any aspect of the service provided to you, a Complaints and Appeals Procedure is in place.

## City of Dublin ETB Training Centre Quality Teams

### Context

As stated in the City of Dublin ETB mission statement, the organisation and its constituent parts are committed to providing professional high quality education and training services to all learners, who avail of or participate in the range of programmes and courses which are delivered. This stated commitment to high quality provision requires structures and processes which are inclusive of corporate (head office) and local college/centre/service spheres. Therefore the promotion and enhancement of quality assurance of the programmes and courses provided by City of Dublin ETB encompasses both the corporate and the local level. In recent years City of Dublin ETB has had to respond to new and more refined requirements by awarding bodies such as QQI. In light of this, new structures are being developed within City of Dublin ETB to respond to the changing environment.

One such structure is the establishment of a Quality Assurance Team in each college/centre and service sphere. The Quality Assurance Team forms part of the overall City of Dublin ETB Governance Structure for quality assurance and will be aligned with and informed by relevant legislation, City of Dublin ETB agreements with QQI and the City of Dublin ETB Quality Assurance Improvement Plan. The Quality Assurance Team does not operate in a vacuum but is rather the individual college, centre and service sphere link to the City of Dublin ETB corporate governance quality assurance structures.

The following sections 1 to 3 outline the Terms of Reference for a Quality Assurance Team at each college/centre or service sphere level. They are structured in such a way as to take cognisance of the differing circumstances and provision across the City of Dublin ETB while also promoting a broadly similar structure and modus operandi for each college/centre and service sphere. The content of each section is briefly outlined below:

Section 1: Defines the overall purpose of a Quality Assurance

Section 2: Outlines the possible membership of a Quality Assurance

Section 3: Outlines the operating procedures for a Quality Assurance

Appendix: Outlines indicative core tasks and work areas

The terms of reference for college/centre/service sphere Quality Assurance Teams/Groups become operable within City of Dublin ETB from February 2019 and they will be reviewed in February 2021.

## 1. Overall Purpose

The overall purpose of the Quality Assurance Team is to promote, enhance, develop, coordinate and support quality assurance in City of Dublin ETB Training Centres and to foster and embed a culture of quality improvement in the provision and delivery in City of Dublin ETB Training Centres. The Quality Assurance Team will prepare and develop a Quality Plan for their Centre and service sphere and oversee its adoption and implementation.

## 2. Membership

The membership of the Quality Team should strive to be inclusive and reflective of the staffing levels and modes of provision in the Centre and service sphere and will be determined by the specific provision, size and circumstances of individual colleges, centres and service spheres. Whilst it is important to be inclusive, the Quality Assurance Team should not become so large that it becomes unwieldy. Depending on individual circumstances, membership could include:

- Principal/Head of Centre
- Adult Education Officer
- Regional Youthreach Coordinator
- Senior City of Dublin ETB staff from the Education Service to Prisons
- Deputy Principal/Deputy Head of Centre
- Youthreach Centre Coordinators
- Adult Literacy Organisers
- Teachers
- Resource Workers
- Community Education Facilitators
- Instructors
- Tutors
- Staff with a specific role and remit in relation to matters of quality assurance
- External stakeholders

The final make-up of the Quality Assurance Team will be determined at Centre level and will be shaped and influenced by the specific circumstances in each location and sphere of provision.

### 3. Operating Procedures

The Quality Assurance Team will operate to agreed procedures as follows:

- It will be a permanent structure within each Centre and service sphere
- Meetings of the team will take place on a regular, scheduled basis of a minimum of five times per calendar year
- The meetings will be chaired by the Training Centre Manager
- The meetings of the team will review and take account of relevant reports, documentation or feedback which may have an impact or influence on quality assurance in the Centre or service sphere. Examples could include:
  - Reports from External Authenticators (EAs)
  - Reports from Results Approval Panels (RAPs)
  - Reports from Training Standards Officers
  - Updates and briefings on the City of Dublin ETB Quality Assurance Improvement Plan
  - Updates and briefings on the City of Dublin ETB Strategic Performance Agreement 2018-2020 and other similar agreements
  - Self-evaluation reports and reviews of current programmes in the Centre or service sphere
  - Proposals for the development of new programmes
  - Documentation/inputs from the City of Dublin ETB FET Development Team
  - Documentation/inputs from the City of Dublin ETB Quality Assurance Steering Group and other similar City of Dublin ETB quality assurance structures
  - Guidelines on quality assurance from QQI and other relevant awarding bodies
  - Examples of good quality assurance practices from within and without City of Dublin ETB
  - Current research and publications in the area of quality assurance
- Minutes of the meetings of the team will be maintained and key discussion and action points recorded. The taking of the minutes may be rotated among members of the team

- Minutes may be circulated or made available to other college, centre or service sphere staff who are not members of the team
- Copies of the minutes will be forwarded to the City of Dublin ETB, FET Development Unit
- Actions, points and recommendations for the enhancement and improvement of quality at Centre and service sphere level will be communicated to and discussed with staff as per the structures in each Centre or service sphere
- The Quality Assurance Team will track and review the implementation of the Quality Plan and any action points and recommendations for quality improvement and enhancement at individual Centre or service sphere level
- The Quality Assurance Team will maintain appropriate links, relationships and good communications with the following structures and personnel:
  - City of Dublin ETB Quality Assurance Steering Group and other City of Dublin ETB Quality Assurance structures
  - City of Dublin ETB Senior Management Team
  - City of Dublin ETB FET Directors
  - City of Dublin ETB Further Education and Training Development Unit
  - College, Centre or Service Sphere level Governance Structures where applicable e.g. Boards of Management, Management Committees/Teams

## **Quality Assurance System Overview**

The following sections of this *Overarching Quality Assurance Manual* contain details of the Quality Assurance System (QAS) components which include:-

- QAS Overview
- QAS Policy Documents
- QAS Process Maps
- QAS Document and Form Detail (included in relevant process maps)



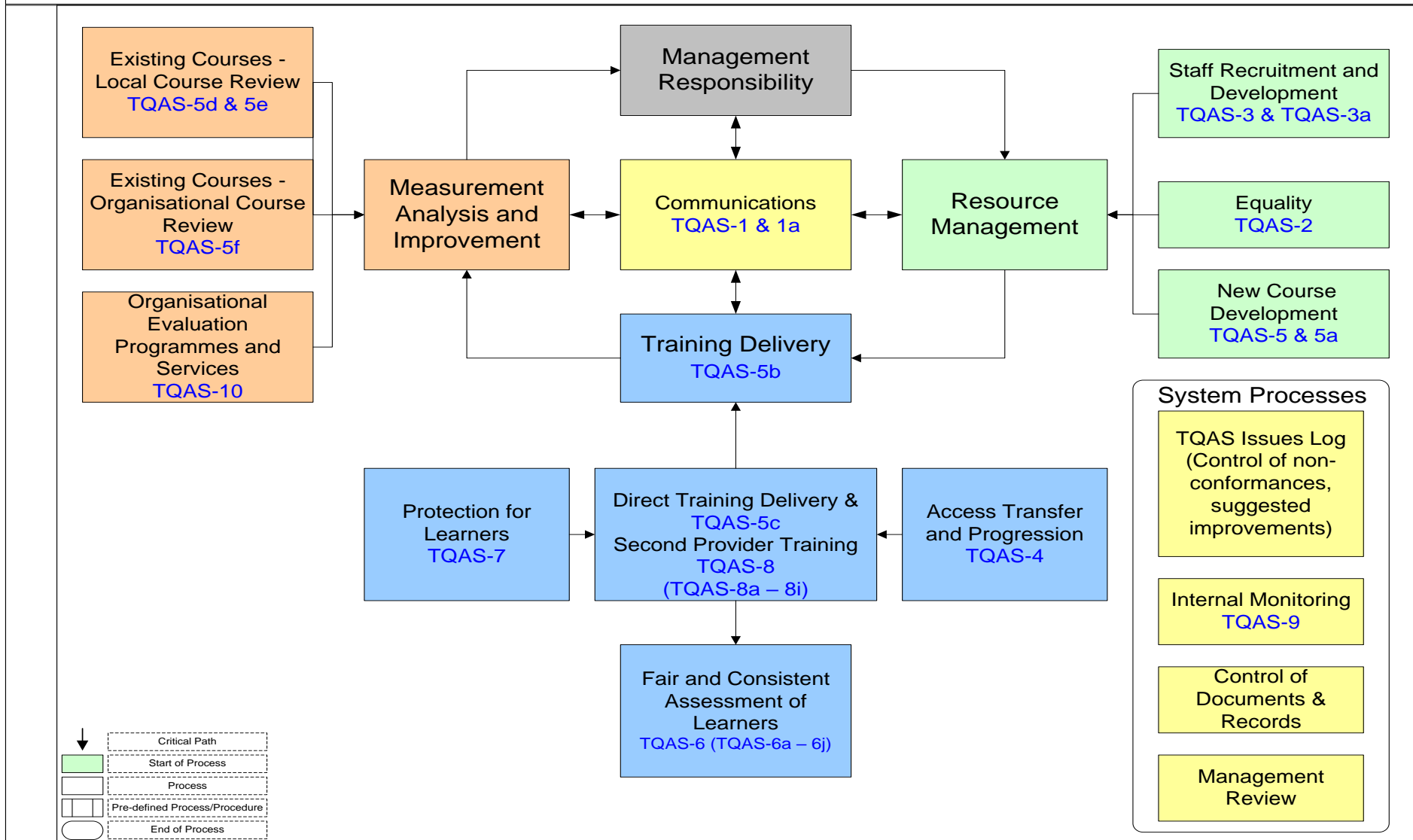
## **Procedures – QAS overview and System Control**

QAS overview and system control process maps are available in this overarching quality assurance manual as follows:-

### **QAS Overview and System Control Process Maps**

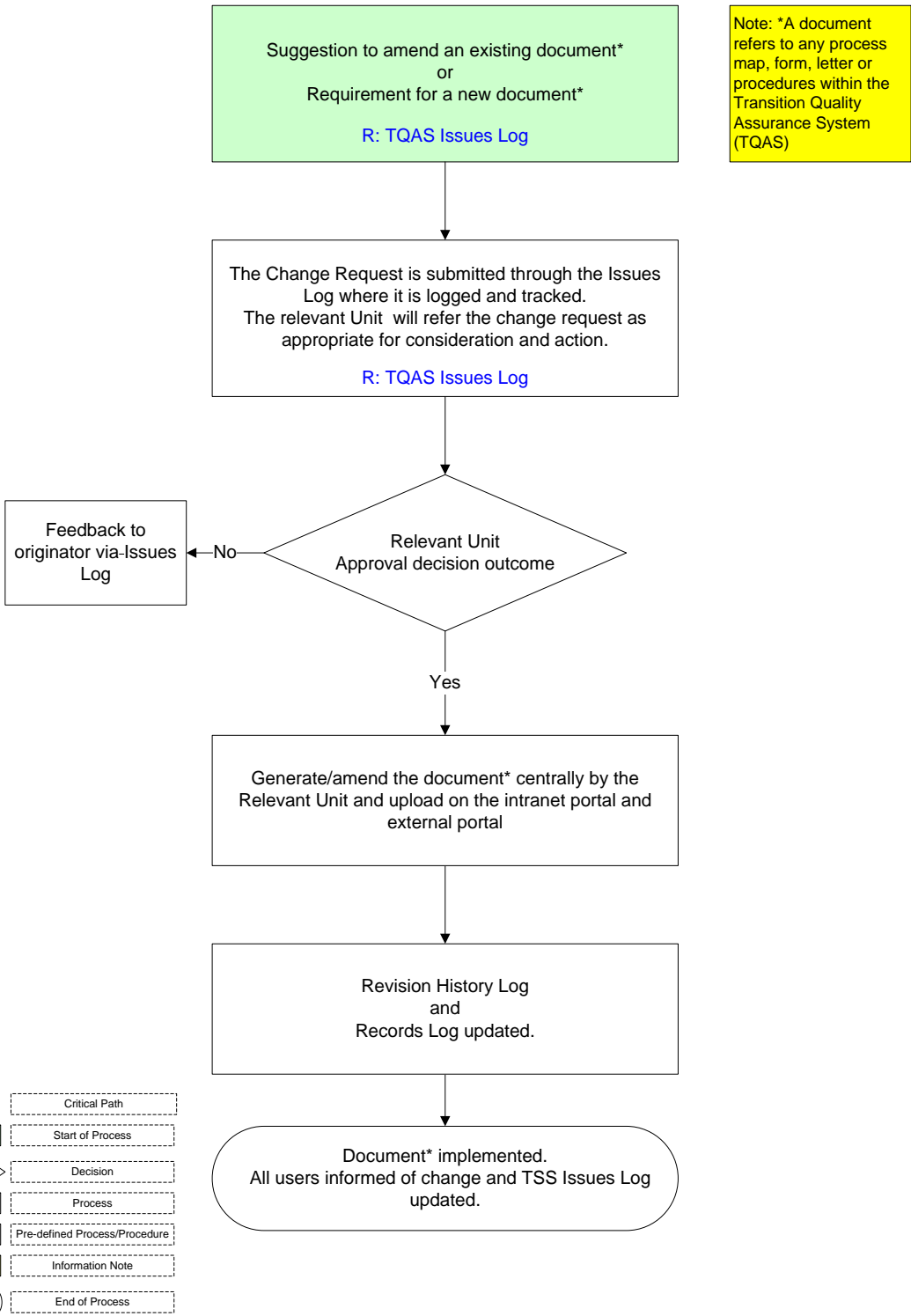
- QAS – Quality Assurance System Overview
- QAS – Control of Documents
- QAS – Control of Records
- QAS – Product Non-Conformances, Preventative Actions and Suggested Improvements (Issues Log)
- QAS – Management Review Process

Transition Quality Assurance System (TQAS) Overview V1.0



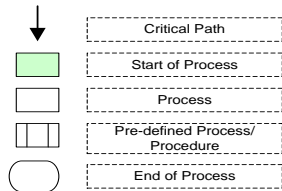
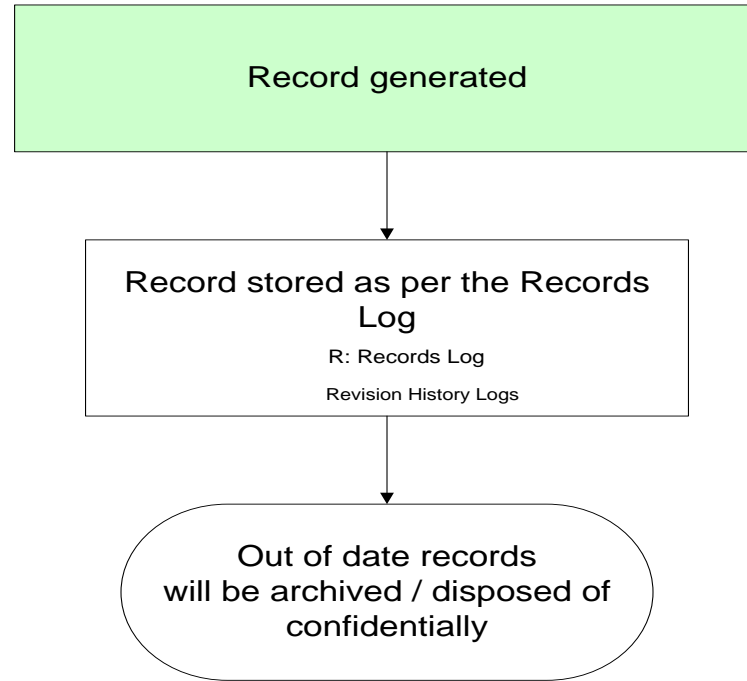
Transition Quality Assurance System (TQAS)

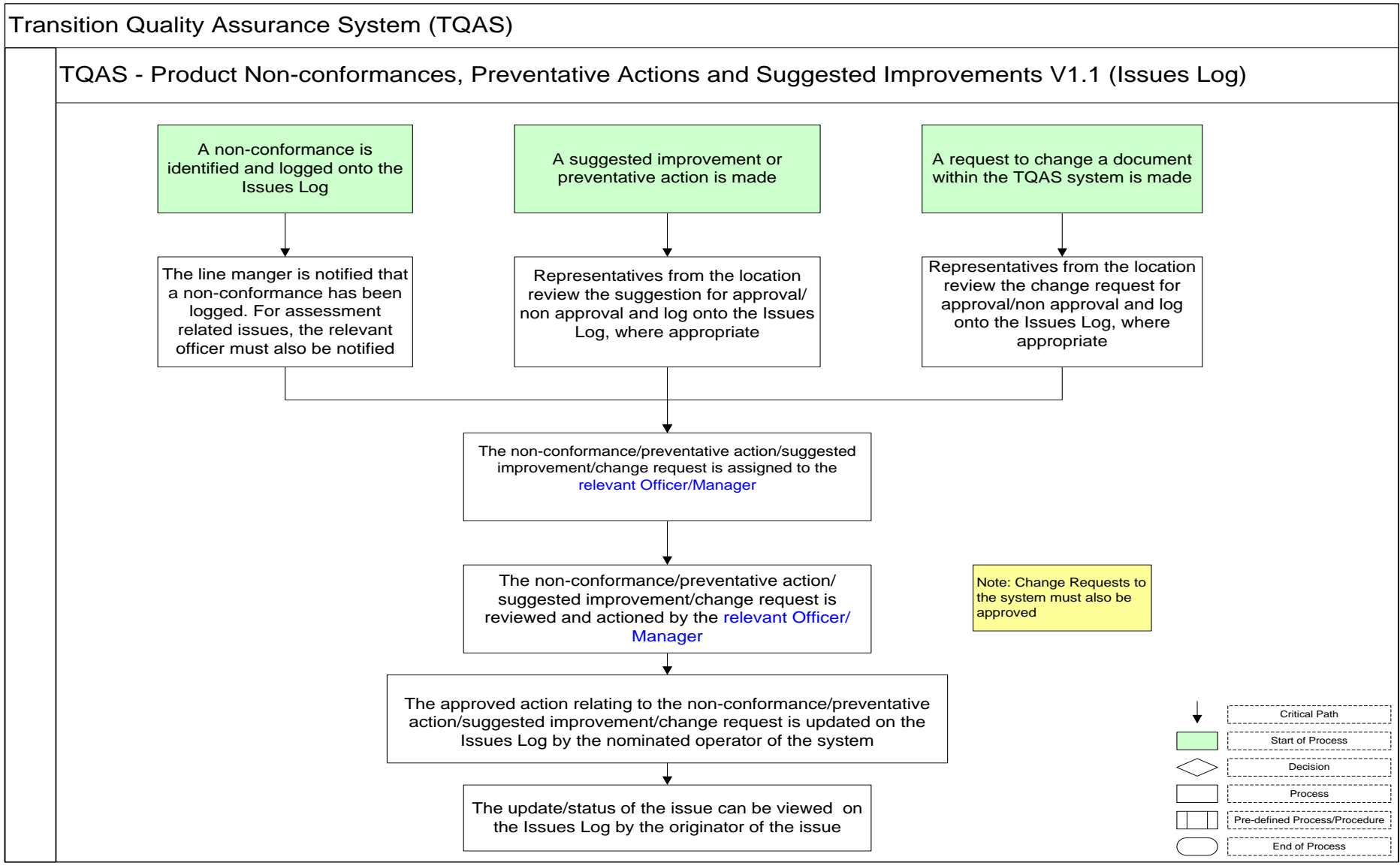
TQAS - Control of Documents V1.0



Transition Quality Assurance System (TQAS)

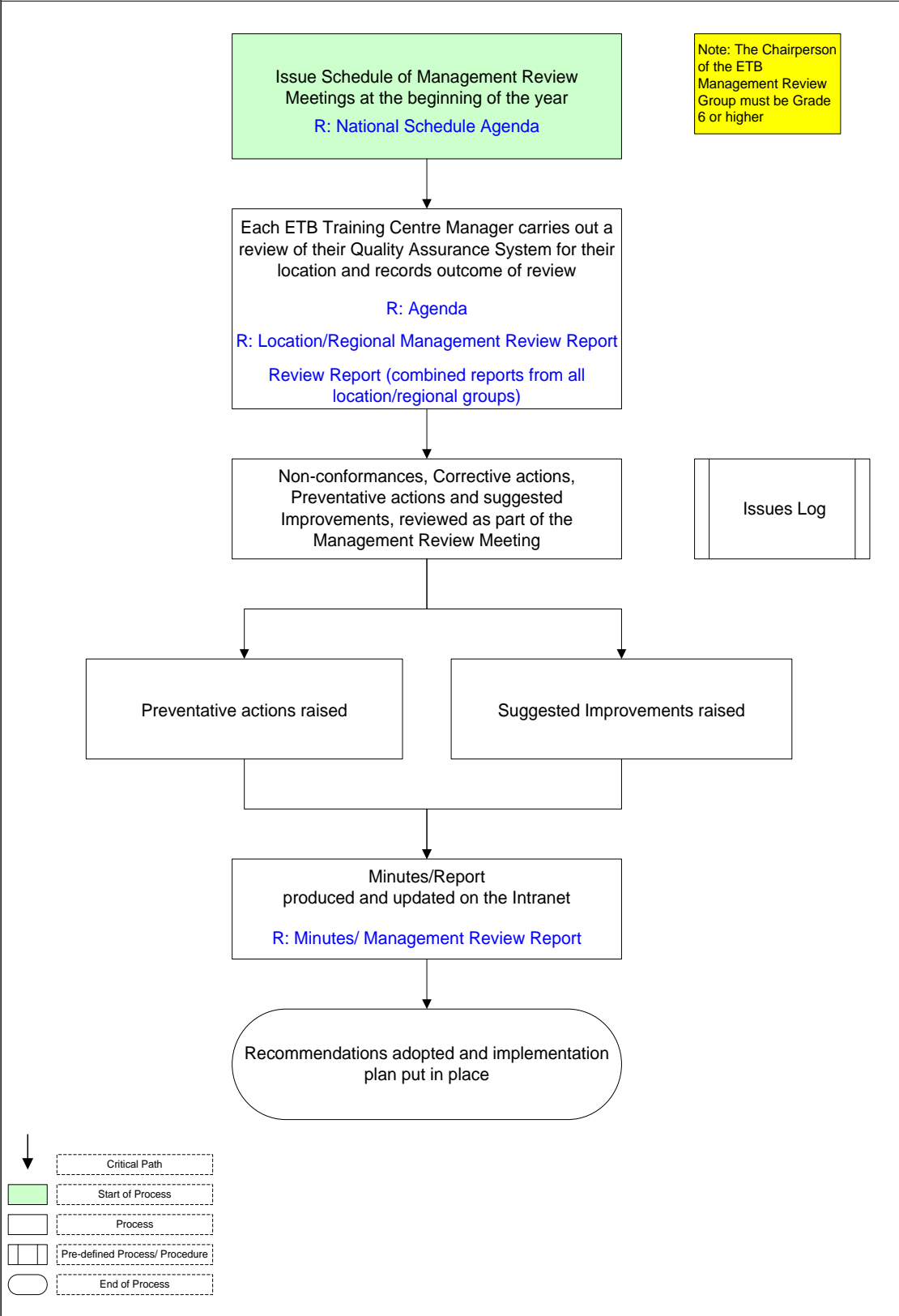
TQAS - Control of Records V1.0





Transition Quality Assurance System (TQAS)

TQAS Management Review Process V1.1



**QUALITY ASSURANCE SYSTEM POLICIES AND PROCEDURES**

## 1. COMMUNICATIONS

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### POLICY

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CDCity of Dublin ETB is committed to the provision of an effective communications system for all stakeholders. This commitment is reflected in the CDCity of Dublin ETB Service Plan. We recognise the importance of providing information to prospective and current learners, staff and other stakeholders. We also recognise the importance of obtaining and acting upon information and feedback from all learners, staff and key stakeholders to maintain and improve programme quality.

#### 1.1 Purpose

- 1.1.1 The purpose of this policy is to ensure that an effective communications system for stakeholders is provided

#### 1.2 Responsibilities

- 1.2.1 This City of Dublin ETB and CDCity of Dublin ETB Training Centre has responsibility, as appropriate, to manage:

- a) Provision of information on training to prospective and current learners, staff, and other internal and external stakeholders
- b) Acquisition of feedback from all stakeholders
- c) Utilisation of this feedback for the purpose of continuous improvement of training programmes and related services.

- 1.2.2 This City of Dublin ETB and CDCity of Dublin ETB Training Centre has responsibility to provide particular information relating to Curriculum, Assessment, and Programme Evaluation. The Training Centre will provide this information through mechanisms such as the following:

- a) 'A TRAINING SPECIFICATION'
- b) Assessment documentation including 'PRINCIPLES OF ASSESSMENT', 'FEATURES OF ASSESSMENT', and 'DESIGNING AN ASSESSMENT SYSTEM'
- c) ASSESSMENT REGULATIONS
- d) QUALITY ASSURANCE ASSESSMENT OPERATING PROCEDURES'
- e) NATIONAL QUALITY ASSURANCE OPERATIONAL PROCEDURES FOR EVALUATION OF PROGRAMMES AND SERVICES'.

- 1.2.3 This City of Dublin ETB has responsibility for analysis and local forecasting of labour market trends and skills, conducting follow-up surveys of our participants, monitoring of our performance indicators, compiling planning reports and Annual Reports

- 1.2.4 This City of Dublin ETB has responsibility to ensure clear internal and external communication routes in relation to the findings and actions arising from the evaluation process.



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**PROCEDURES - COMMUNICATIONS**

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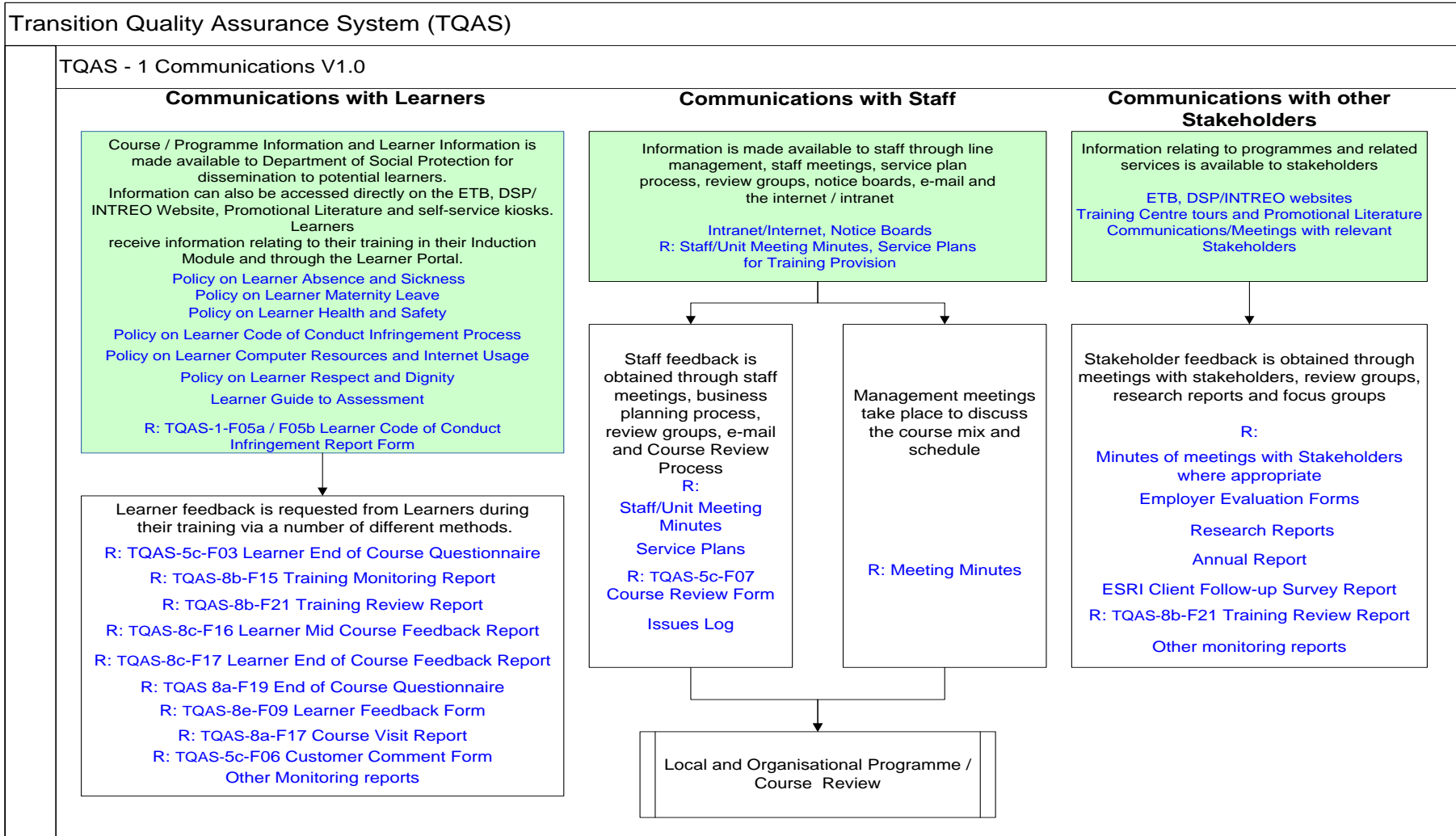
Quality Assurance Communication Procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

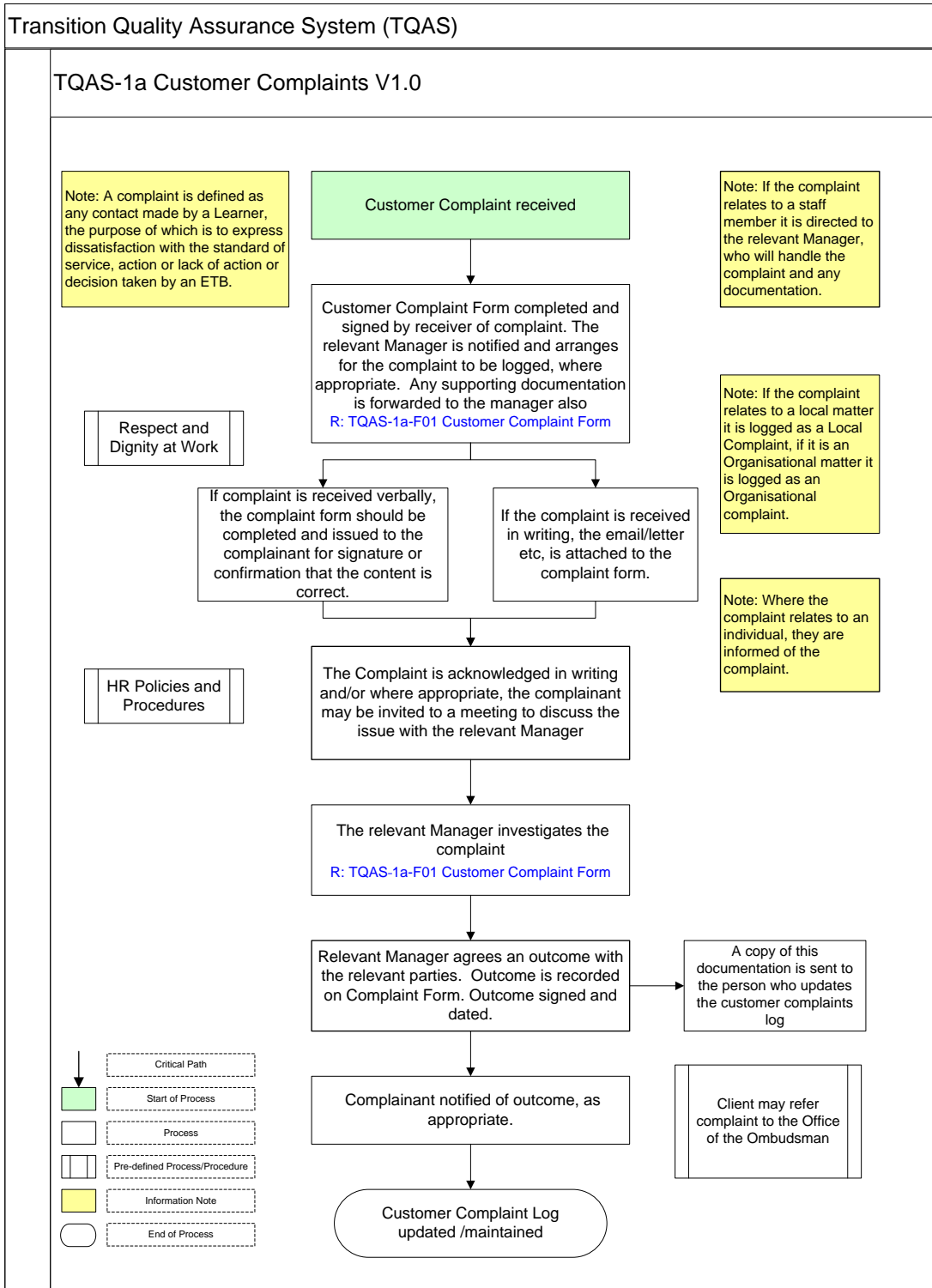
**QAS Section One Process Maps**

- QAS – 1 Communications
- QAS – 1a Customer Complaints

Communications' procedures are also integrated into other relevant procedures such as:

- Staff Recruitment and Development
- Programme Development Delivery and Review
- Assessment
- Monitoring
- Evaluation





### 1.3 Monitoring Evidence of Implementation

1.3.1 This City of Dublin ETB training centre monitors the implementation of this Communications policy

1.3.2 Evidence to confirm implementation of QAS Communications Policy and procedure will at a minimum, include:

- CITY OF DUBLIN ETB website; contacts with stakeholders
- Intranet (if/as appropriate)
- IT Helpdesks
- CITY OF DUBLIN ETB/TRAINING CENTRE Service Plans
- Customer Charter (where appropriate)
- Promotional materials
- Learner feedback forms and surveys
- Follow-up survey of learners
- Complaints procedure feedback
- Staff meeting agendas and minutes, Intranet
- Minutes of meetings with stakeholders
- Research reports.
- Learner Portal
- Quality AssuranceSystem (QAS) Documents and Forms

## 1.4 COMMUNICATION MECHANISMS

In addition to the numerous communication mechanisms which are provided also available are mechanisms, which build on and augment the organisation's existing ICT technological systems. These include:-

### (i) National Course Data Base (NCDB)

The NCDB contains a list of all CITY OF DUBLIN ETB Training Centre run courses. Courses are listed in alphabetical order and the target major award or component module for each course is detailed in the course specification (QA 58/01)

### (i) Central Assessment Management System (CAMS)

The Central Assessment Management System (CAMS) is the primary method of securely storing and distributing all assessments, (except Phases 4 and 6 Apprenticeship Assessments). Its purpose is to ensure that designated staff have direct access to the latest version of assessments.

Assessments on CAMS are divided into two categories:-

1. Non-Apprenticeship Assessments
2. Phase 2 Craft Apprenticeship Assessments

CAMS Non-Apprenticeship Assessments are structured by award type: Minor, Major, Special Purpose, Supplemental

### (ii) Results Capture Certification Request System (RCCRS)

The RCCRS provides an award management facility which includes management of:-

- a) Certifying body and award details
- b) The alignment of awards to training courses
- c) The relationship between QQI major awards and their minor award components
- d) Provides a facility for Training Centre assessors, and assessors delivering training directly to enter/capture assessment results on the system
- e) Facilitates the City of Dublin ETB Training Centre quality assurance process by supporting, and recording the outcomes of:-
  - The City of Dublin ETB Training Centre results approval process
  - The City of Dublin ETB Training Centre assessment appeals process
  - Requests certificates and records certificate details
  - Integrates with existing City of Dublin ETB Training Centre IT systems for data exchange
  - Integrates with awarding body IT systems, where appropriate (specifically QQI/ and City & Guilds)
  - Generates management information reports on City of Dublin ETB Training Centre delivered, assessment and certification activity

### (1V) CARS Curriculum and Assessment Revision System

The *Curriculum and Assessment Revision System* (CARS) enables Apprenticeship Services to revise and maintain the curricula and

assessments for each trade. The automated revision numbering system ensures that Instructors are always using the correct revision of curricula and assessments and is accomplished by the electronic creation of *Phase Summary Assessment Sheets* (PSAS) and *On-the-Job Competency Sheets* (OTJCS) from CARS.

**(V) Apprenticeship Client Services System (ACSS)**

The information created in CARS and implemented by Apprenticeship Services, can be used to schedule specific curriculum revisions of a trade in the Apprenticeship calendar.

**(vi) Test Event Notification and Results Capture System (TENRCS)**

This is an IT system currently in development which will automate the manual assessment processes and will feed into the existing results and certification systems (RCCRS for adult courses and CARS for apprenticeship courses).

**(vii) Quality Assurance Monitoring and Evaluation Systems**

These systems facilitate the CITY OF DUBLIN ETB and the City of Dublin ETB training centre to manage on-going monitoring, programme review, evaluation and reporting to QQI and SOLAS in relation to CITY OF DUBLIN ETB provided, organised and procured training programmes

## 2. Equality

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### Policy

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This City of Dublin ETB is committed to the provision and promotion of equality in all aspects of its programmes and related services, including staff development and training.

#### 2.1 Purpose

- 2.1.1 The purpose of this policy is to ensure that training programmes and related services are delivered in a manner that accommodates diversity, combats discrimination and promotes equality of opportunity.

#### 2.2 Responsibilities

- 2.2.1. Responsibility regarding equality is as follows:

- a) The City of Dublin ETB Training Centre has responsibility for the dissemination of the EQUAL STATUS POLICY & FRAMEWORK' - equality planning, for the production, support, dissemination and review of equality information and for ensuring that an overall framework for equality-related training is in place. The City of Dublin ETB training centre also has responsibility for providing support in ensuring development and delivery to staff of equality-related training.

#### 2.3 Equality Training

- 2.3.1. This City of Dublin ETB will ensure that all staff associated with learners, are provided with training in relation to equality issues.

#### 2.4 Equality Planning

- 2.4.1. This City of Dublin ETB training centre has responsibility for equality planning and the development of Equality action plans as appropriate.

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## **Procedures – Equality**

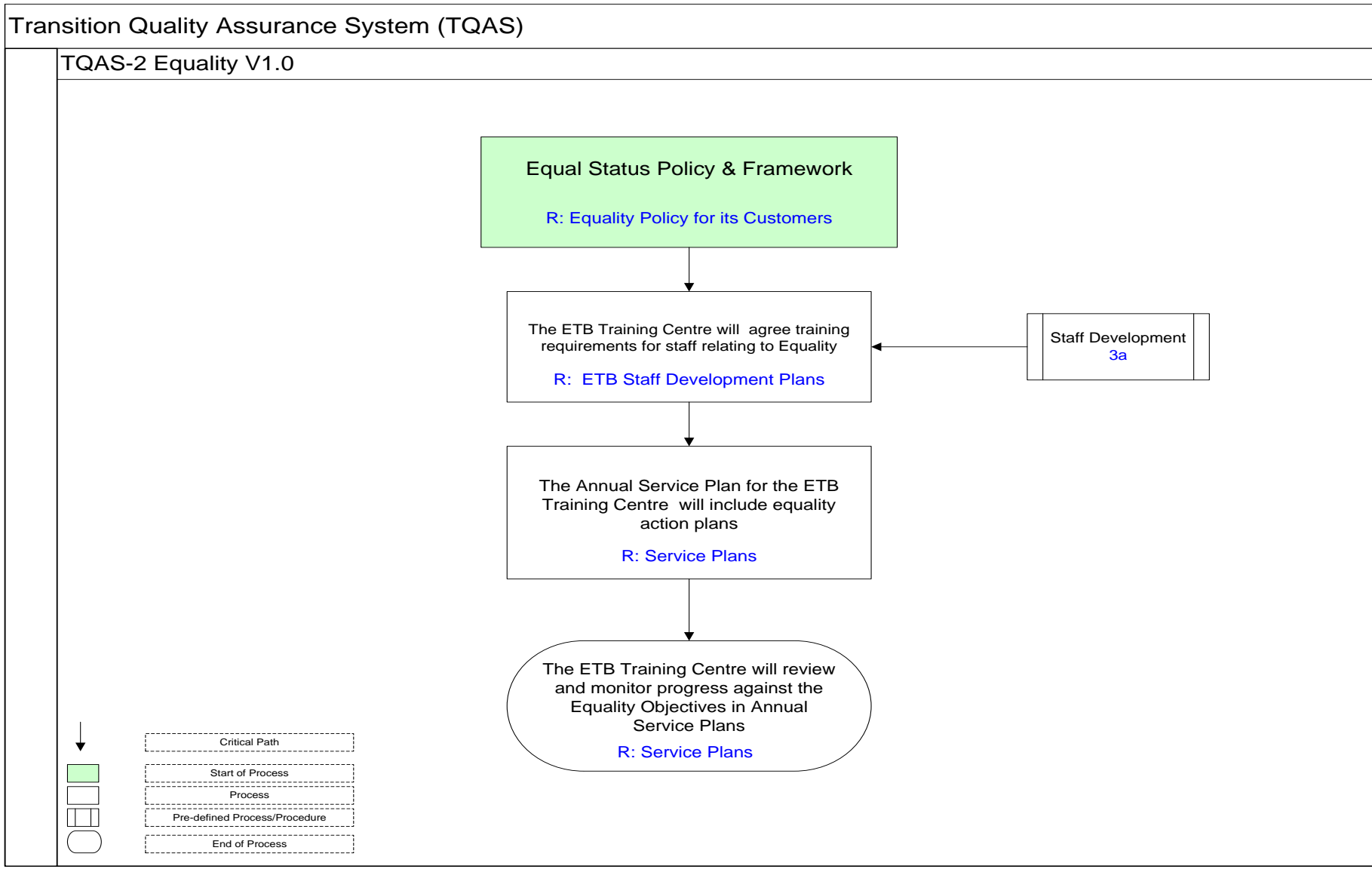
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Quality Assurance Equality procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

### **QAS Section Two Process Maps**

- QAS – 2 Equality





## 2.5 Monitoring Evidence of Implementation

- 2.5.1 This City of Dublin ETB training centre monitors the implementation of this Equality policy.
- 2.5.2 Evidence to confirm implementation of the CITY OF DUBLIN ETB Equality policy and procedure will at a minimum, include:
- Meeting Minutes related to equality
  - Equality Action Plans.
  - Equality action plan results
  - Staff records re Equality training
  - Learner and staff feedback results.
  - Equality related publications
  - Quality AssuranceSystem (QAS) Documents and Forms

### 3. Staff Recruitment and Development

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#### POLICY<sup>1</sup>

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This City of Dublin ETB recognises that the competencies of its staff are a key determinant in the provision of the quality of its training programmes and related services and is committed to a systematic approach to staff recruitment and further professional development.

#### 3.1 Purpose

3.1.1 The purpose of this policy is to ensure that City of Dublin ETB staff have up-to-date competencies to provide quality training programmes and related services that address labour market requirements, social cohesion and economic competitiveness at a national, geographical, sectoral, organisational and individual level.

#### 3.2 Responsibilities

3.2.1 This City of Dublin ETB has responsibility to ensure that the recruitment and development of staff involved in the City of Dublin ETB training centre delivered programmes and related services are in accordance with HR policies and procedures.

3.2.2 This City of Dublin ETB has responsibility to ensure that staff are recruited and developed in accordance with City of Dublin ETB requirements and HR policies and procedures.

#### 3.3 Staff Recruitment and Allocation

3.3.1 City of Dublin ETB HR facilitates the identification of the knowledge, skills, competencies and experience levels required of staff involved in City of Dublin ETB provided training programmes and related services. This is achieved through the implementation of recruitment and allocation of staff to the appropriate posts.

3.3.2 This City of Dublin ETB ensures that staff recruitment and allocation criteria are transparent and equitable.

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<sup>1</sup> It should be noted that the 'Staff Recruitment and Development Policy' relates only to City of Dublin ETB Training Centre employees. Policy relating to the recruitment and development of City of Dublin ETB Training Centre employees, i.e. staff involved in City of Dublin ETB organised and/or procured training provision, is included in the section on 'Procuring Programme Delivery through Utilisation of Second Providers'.

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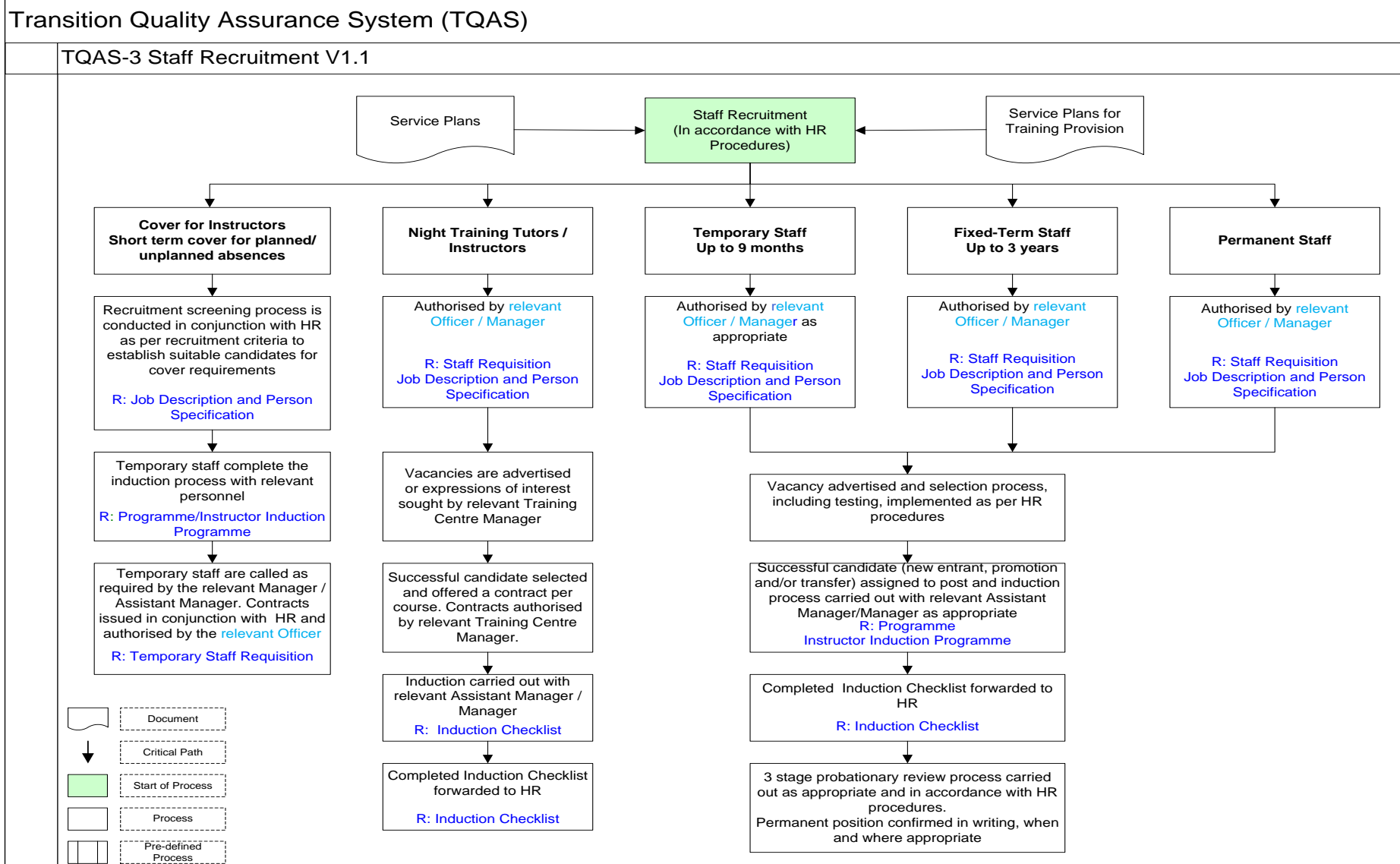
## **Procedures - Staff Recruitment and Development**

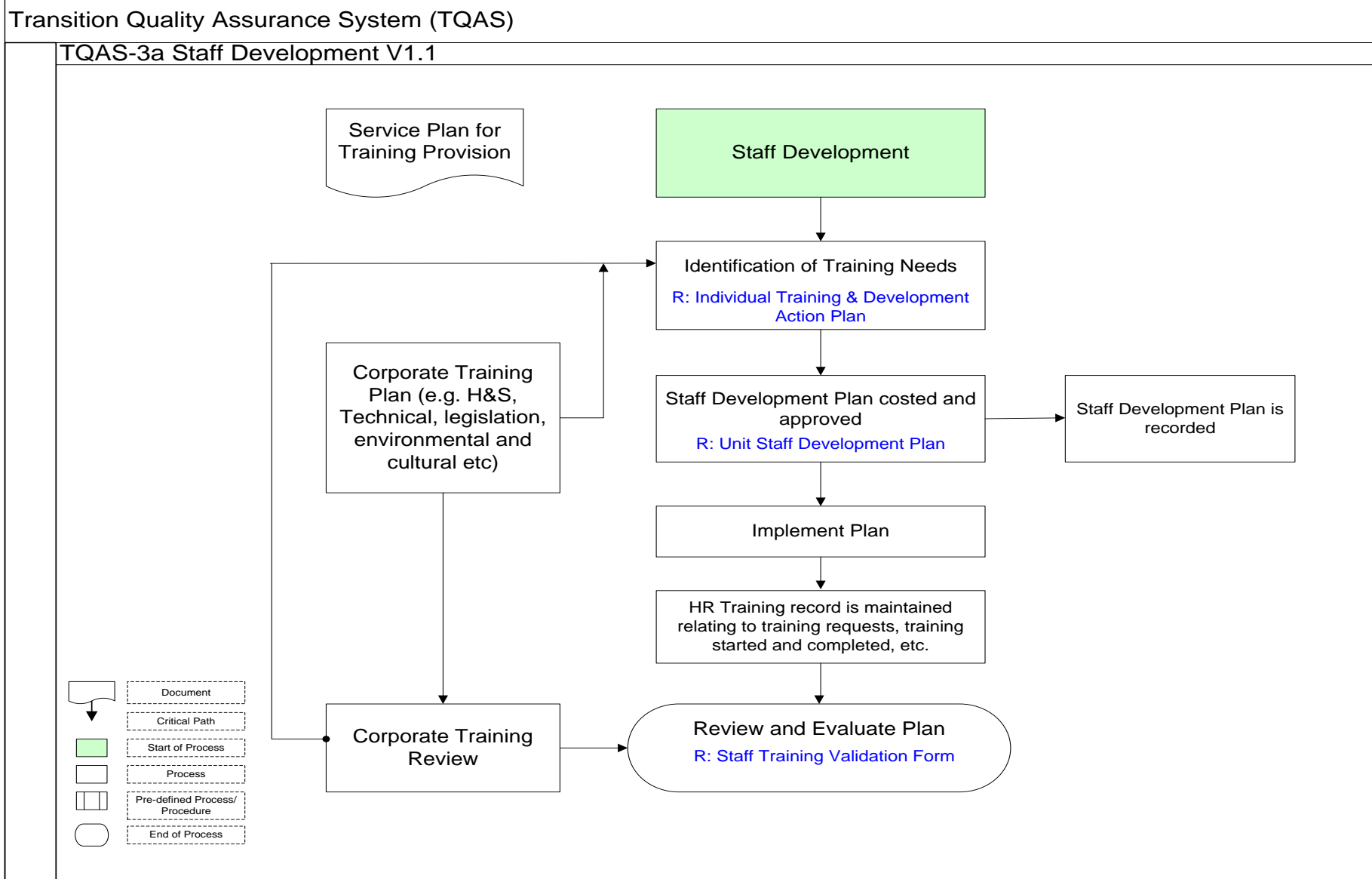
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Quality Assurance Staff Recruitment and Development procedures are available in this Overarching Quality Assurance Manual and on the Intranet / Quality AssuranceSystem (QAS) as follows:-

### **QAS Section Three Process Maps**

- QAS -3 Staff Recruitment
- QAS - 3a Staff Development





### **3.4 Monitoring Evidence of Implementation**

3.4.1 This City of Dublin ETB training centre monitors the implementation of this Staff Recruitment and Development Policy

3.4.2 Evidence to confirm implementation of this Staff Recruitment and Development policy and procedure will at a minimum, include:

- Job advertisements
- Job descriptions and personal specifications
- Staff Handbook
- HR records
- Staff training feedback forms
- Induction Checklists
- Individual Training and Development Plans
- Quality Assurance System (QAS) Documents and Forms

In addition to the QAS National Quality Assurance Staff Recruitment and Development Policy, there is a comprehensive set of generic organisational policies and procedures relating to Staff Recruitment and Development.

The City of Dublin ETB should insert details of HR related policies and procedures here which could include details of:-

- HR policies and where they can be located
- Staff Handbook where available
- Staff Development detail
- How staff development needs are identified e.g. Performance Management Development System (PMDS)



## 4. Access Transfer and Progression

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### Policy

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This City of Dublin ETB is committed to the provision of training programmes that meet the needs of all current and prospective learners and recognises that lifelong learning promotes and facilitates, access, transfer and progression. This City of Dublin ETB will ensure that learners have access to information in relation to the training programme, entry requirements for the programme, arrangements for recognition of prior learning, transfer and progression opportunities, programme adaptations and learner supports.

#### 4.1 Purpose

4.1.1 The purpose of this policy is to ensure that this City of Dublin ETB provides information and arrangements to learners in relation to access, transfer and progression opportunities related to training provided, and/or organised and/or procured programmes.

#### 4.2 Responsibilities

The City of Dublin ETB training and City of Dublin ETB Training Centre Manager will have responsibility for: -

- 4.2.1 Managing the implementation of this Access, Transfer and Progression policy and to ensure the availability of relevant information to learners
- 4.2.2 Development and Review of information and advice, where appropriate, to assist current and prospective learners to make informed choices in accordance with the following:- *QA 58/01 Training Specification, Appraisal of City of Dublin ETB Programmes Leading to QQI Awards, (Pre Validation) or Development of and Validation of City of Dublin ETB Training Programmes and Related Services Leading to Awards*
- 4.2.3 This City of Dublin ETB will support the City of Dublin ETB training centre in the provision, review and/or dissemination of information that facilitates learners with particular needs.
- 4.2.4 This City of Dublin ETB will support the City of Dublin ETB training centre in provision of Access, Transfer and Progression information
- 4.2.5 This City of Dublin ETB recognises that, regarding access to an award, the statement advises the learner to contact the relevant Awards Council when s/he may already have achieved, through prior learning, the knowledge, skill and competence required for a Major, Minor, Supplemental or Special Purpose award. It is the responsibility of the Awards Councils to provide support to such learners.
- 4.2.6 Provision of all relevant information in a format appropriate to their learners and in line with Quality Assurance procedures related to Access, Transfer and Progression.

#### Recognition of Prior Learning

4.3 Every programme contains a statement of commitment to developing arrangements for Recognition of Prior Learning (RPL). Where a programme does not provide for RPL, the statement of arrangements makes this clear.

#### **4.4 Facilitating Diversity**

4.4.1 This City of Dublin ETB will facilitate, where practicable, learners with particular needs to have access, transfer and progression options in City of Dublin ETB programmes.

4.4.2 Adaptations and supports, which City of Dublin ETB training centres can be reasonably expected to offer, are examined and provided, in keeping with programme objectives and the City of Dublin ETB training centres capacity to deliver.

4.4.3 Supports to facilitate learner diversity and to promote equality include the following:

- a) Information supplied to the learner in an appropriate and accessible format
- b) Provision of information on supports available for learners with particular needs
- c) Positive action in relation to entry and selection procedures
- d) Advice to assist the learner in selecting a programme
- e) Learner and staff feedback mechanisms on formative assessment
- f) Assessment modifications/accommodations available.

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## **Procedures – Access, Transfer and Progression**

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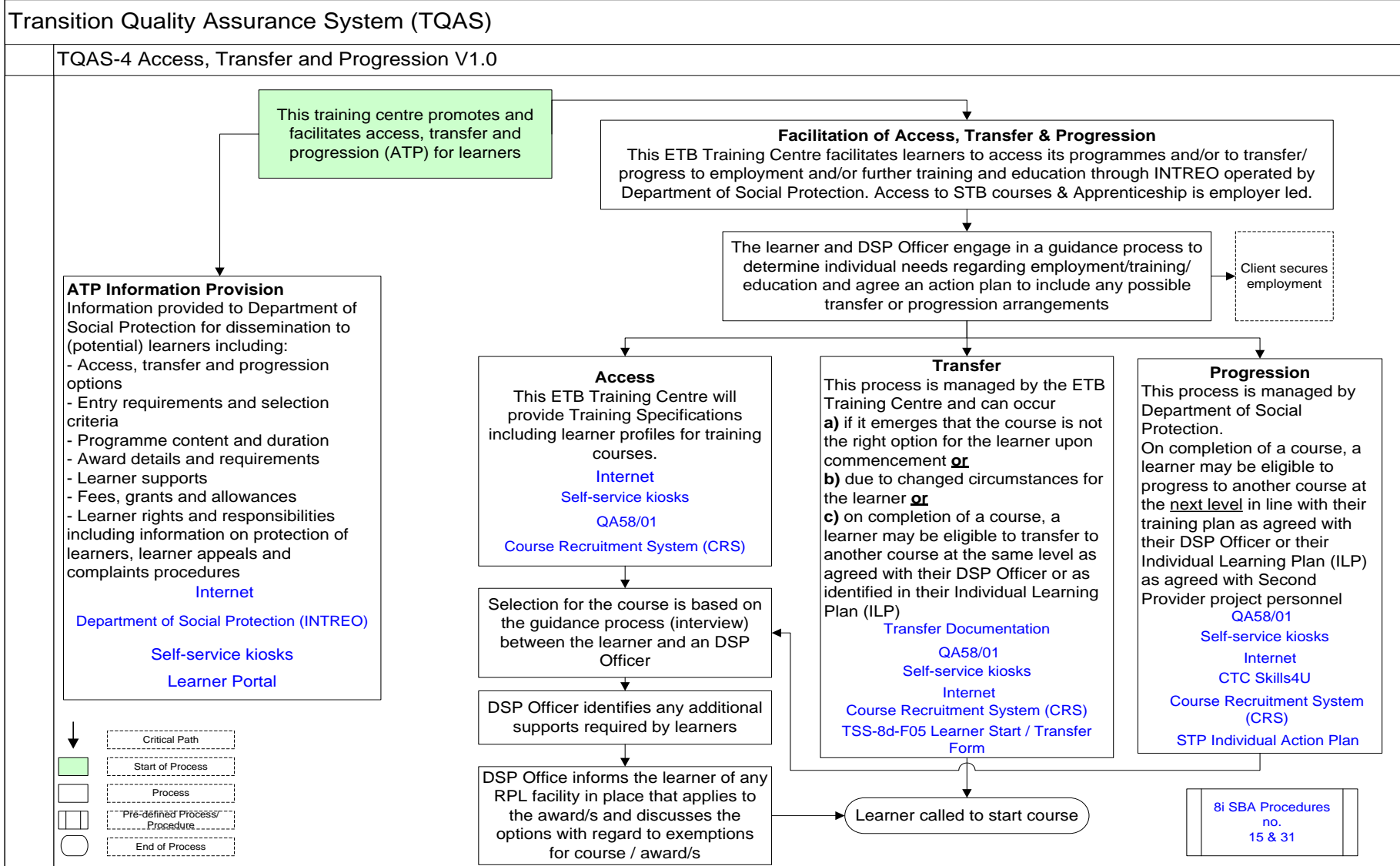
Quality Assurance Access, Transfer and Progression Procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

### **QAS - Section Four Process Maps**

- QAS- 4 Access, Transfer and Progression

The procedures related to Access, Transfer and Progression are also integrated into a number of additional procedures which can be located in the following: -

- Communications
- Programme Development Delivery and Review
- Equality
- Assessment



#### **4.5 Monitoring Evidence of Implementation**

4.5.1 This City of Dublin ETB training centre monitors the implementation of this Access Transfer and Progression Policy

4.5.2 Evidence to confirm implementation of this Access Transfer and Progression policy and procedure will at a minimum, include:-

- QAS portal
- The Learner Portal
- Self Service Kiosks
- Assessment Regulations
- Transfer Documentation
- Learner support requests and approvals
- Section 4, Access, Transfer and Progression, Documents)
- Quality AssuranceSystem (QAS) Documents and Forms

## 5. Programme Development, Delivery and Review

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### Policy

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This City of Dublin ETB is committed to a systematic approach to the development, delivery and review of its training provision. The purpose of CITY OF DUBLIN ETB training is to address labour market requirements, social cohesion and economic competitiveness at a national, geographical, sectoral, organisational and individual level.

THIS CITY OF DUBLIN ETB considers and accommodates, as appropriate, all aspects of training provision at programme design stage, i.e. organisation mission, labour market requirements, target population, programme design, delivery, assessment, learner access, transfer and progression, programme review and, where appropriate, relevant work experience/placement. THIS CITY OF DUBLIN ETB training centre will also provide other City of Dublin ETB validated programmes under this QAS QA system.

#### 5.1 Purpose

5.1.1 The purpose of this policy is to ensure that CITY OF DUBLIN ETB provided, organised or procured training programmes and related services are developed, delivered and reviewed in accordance with CITY OF DUBLIN ETB quality assurance Programme, Development, Delivery and Review policy.

#### 5.2 Responsibilities

5.2.1 This CITY OF DUBLIN ETB has responsibility to support the City of Dublin ETB Training Centre in engaging in a systematic approach to programme development, delivery and review in the following areas:

- a) Curriculum development
- b) Assessment design and review
- c) Management of the validation application process
- d) Evaluation of training programmes and related services

5.2.2. This City of Dublin ETB training centre will manage the implementation of this Programme Development, Delivery and Review policy.

#### 5.3 Identification of Economic and Social Learning Needs

5.3.1 THIS CITY OF DUBLIN ETB ensures that learning needs for CITY OF DUBLIN ETB provided, and/or organised and/or procured programmes are developed:

- a) with particular reference to publications such as, 'APPRAISAL OF PROGRAMMES LEADING TO QQI COMMON AWARDS (PRE-VALIDATION)' to address labour market requirements, social cohesion and economic competitiveness at a national, geographical, sectoral, organisational and individual level
- b) In accordance with agreed industry standards and in consultation with relevant stakeholders.

## 5.4 Programme Development

5.4.1 This City of Dublin ETB ensures that the systems for developing its provided, and/or organised and/or procured training programmes and assessments are agreed with QQI.

Programmes and assessments can be developed utilising the following:-

a) The QA policies and Training and Assessment Design series:

- 'IDENTIFICATION OF TRAINING NEEDS', QA58/01 'TRAINING SPECIFICATION', and/or other tools for planning training
- 'APPRAISAL OF PROGRAMMES LEADING TO QQI COMMON AWARDS (PRE-VALIDATION)' or 'DEVELOPMENT AND VALIDATION OF TRAINING PROGRAMMES AND RELATED SERVICES LEADING TO AWARDS'
- Assessment design series QA98/01 'PRINCIPLES OF ASSESSMENT', QA98/02 'FEATURES OF ASSESSMENT', QA98/03 'DESIGNING AN ASSESSMENT SYSTEM'
- 'QUALITY ASSURANCE ASSESSMENT OPERATING PROCEDURES'
- 'QUALITY ASSURANCE OPERATIONAL PROCEDURES FOR EVALUATION OF PROGRAMMES AND SERVICES'.

b) Other tools for planning training.

### Alternatively

Programmes and assessments can be developed utilising the current City of Dublin ETB/QQI agreed methodology for programme and assessment development.

[\(Individual City of Dublin ETBs can insert their agreed methodology here\)](#)

5.4.2 Workplace training or work experience placements may be provided for learners, as part of their training programme, where appropriate.

## 5.5 Programme Validation

5.5.1 This City of Dublin ETB will:-

- Process all validation applications in line with the relevant Programme Approval Agreement.
- Submit for validation to the relevant Awarding body all programmes that lead to awards
- In CITY OF DUBLIN ETB organised and procured training, where programmes involve second providers known to THIS CITY OF DUBLIN ETB, before programme validation, this City of Dublin ETB will consult with such providers and show evidence of such consultation before the CITY OF DUBLIN ETB application for validation is made.

5.5.4 In CITY OF DUBLIN ETB organised and procured training, quality assurance responsibilities of THE CITY OF DUBLIN ETB as first training provider and any second provider involved form part of a written statement of arrangements as specified in the Quality Assurance Policy section re Procuring Programme Delivery through Utilisation of Second Training Providers.

## **5.6 Programme Delivery**

- 5.6.1 Programmes delivered by this City of Dublin ETB will be selected from former FÁS, SOLAS, former VEC and City of Dublin ETB QQI, validated programmes.
- 5.6.2 This City of Dublin ETB training centre will ensure that training provision is in compliance with relevant legislation including access to premises, facilities and resources in order to achieve programme objectives.
- 5.6.3 This City of Dublin ETB training centre will ensure the maintenance of learner records of attendance, progress, assessment and certification in relation to CITY OF DUBLIN ETB provided training and in relation to organised and procured training.
- 5.6.4 This City of Dublin ETB training centre will ensure that all personnel who deliver training and assessment have relevant skills and sufficient materials to adapt and deliver training appropriate to the needs of learners, in line with training schedules.

## **5.7 Programme Review**

- 5.7.1 This City of Dublin ETB and City of Dublin ETB training centre ensures that regular reviews, in accordance with quality management systems for the City of Dublin ETB training programmes and related services, take place to assess their continued relevance to learning needs and programme objectives and to ensure their alignment to a changing labour market.
- 5.7.2 Programmes are reviewed regularly (e.g. programme cycle, annually, biennially) and improvement actions, noted in the programme review report, are implemented.
- 5.7.3 Programme reviews include a comparison of training provision against the learning needs analysis. This includes identified performance criteria such as feedback from learners, feedback from other relevant stakeholders, labour market research, efficient management of resources, course waiting-list data, placement and assessment and certification results.



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## PROCEDURES – PROGRAMME DEVELOPMENT, DELIVERY AND REVIEW

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Quality Assurance Programme Development, Delivery and Review Procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

### **QAS - Section Five Process Maps**

- QAS-5 Programme/Course Development
- QAS-5a-01 New Programme/Course Development
- QAS-5a-02 Validated Programmes
- QAS-5a-03 Community Training Second Provider Request for Programme Validation
- QAS-5b Training Delivery Overview
- QAS-5c Direct Training Delivery
- QAS-5d Programme/Course Review Overview (Local & Organisational Review)
- QAS-5e Local Programme/Course Review (Delivery and Curriculum & Assessment)
- QAS-5f Organisational Training Programme/Course Review

The core requirements for the development of a programme and for its validation by QQI are set out in: -

- QAS-5 Programme/Course Development
- QAS-5a-01 New Programme/Course Development
- QAS-5a-02 Validated Programme

All staff involved in programme design, development, delivery and review must adhere to the requirements.

Transition Quality Assurance System (TQAS)

TQAS-5 Programme/Course Development V1.1

The drivers for new course/module (curriculum and assessment) development may come from the sectoral training demands, industry & business representative groups, community groups, government initiatives and other stakeholder requirements. Demand may also come from customer feedback, labour market reviews, new company start-ups and company closures, internal research and planning reports (Future Skills Needs), European Union initiatives, regional business needs, emerging EU/national policy e.g. National Skills Strategy, job vacancy trends and requests from external bodies and organisations.

Training Centres  
Direct & Contracted Training including Night Training

Community Training  
Community Training Centres, Local Training Initiatives and Specialist Training Programme

CSCS/QSCS  
SafePass  
Environmental Training

E-College  
On-line & Blended Training

Standard Based Apprenticeship  
As per SBA Procedures No. 37 & 38

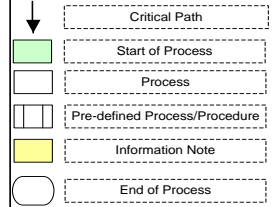
Scoping Proposal is completed and scored as per the Scoring Matrix, by the relevant Unit and approved by the **relevant Officer**  
TQAS-5a-F01 Proposal to Develop a New Training Programme/Module

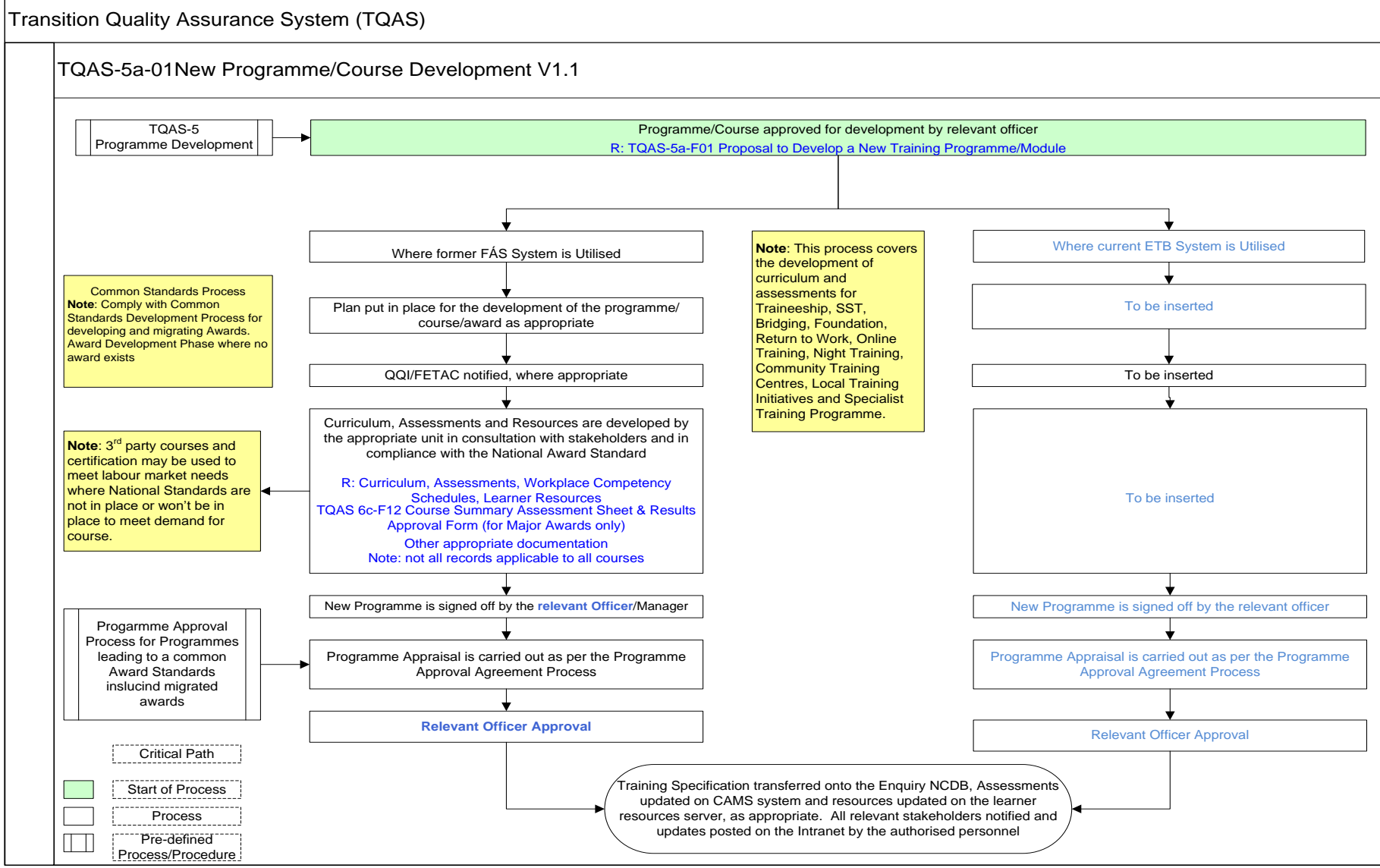
The approved proposal is assessed by the New Course Committee and forwarded to the **relevant Officer**  
TQAS-5a-F01 Proposal to Develop a New Training Programme/Module

The approved proposal is recommended/not recommended by the **relevant Officer**. Recommended proposals are forwarded to the **relevant Officer** for approval

TQAS-5a

**Relevant Officer** notifies the Chairperson of the New Course Committee of the approval / non-approval decision. The New Course Committee notifies the requester of the outcome.





Transition Quality Assurance System (TQAS)

TQAS-5a-02 Validated Programmes V1.1

Note: ETB must ensure the safety, security and control of assessments

Utilisation of Existing Validated Programmes

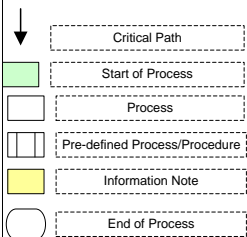
Assessment Regulations

Former FÁS/SOLAS Validated Programmes sealed at 31<sup>st</sup> December 2013

Former VEC/ETB Validated Programmes Ongoing

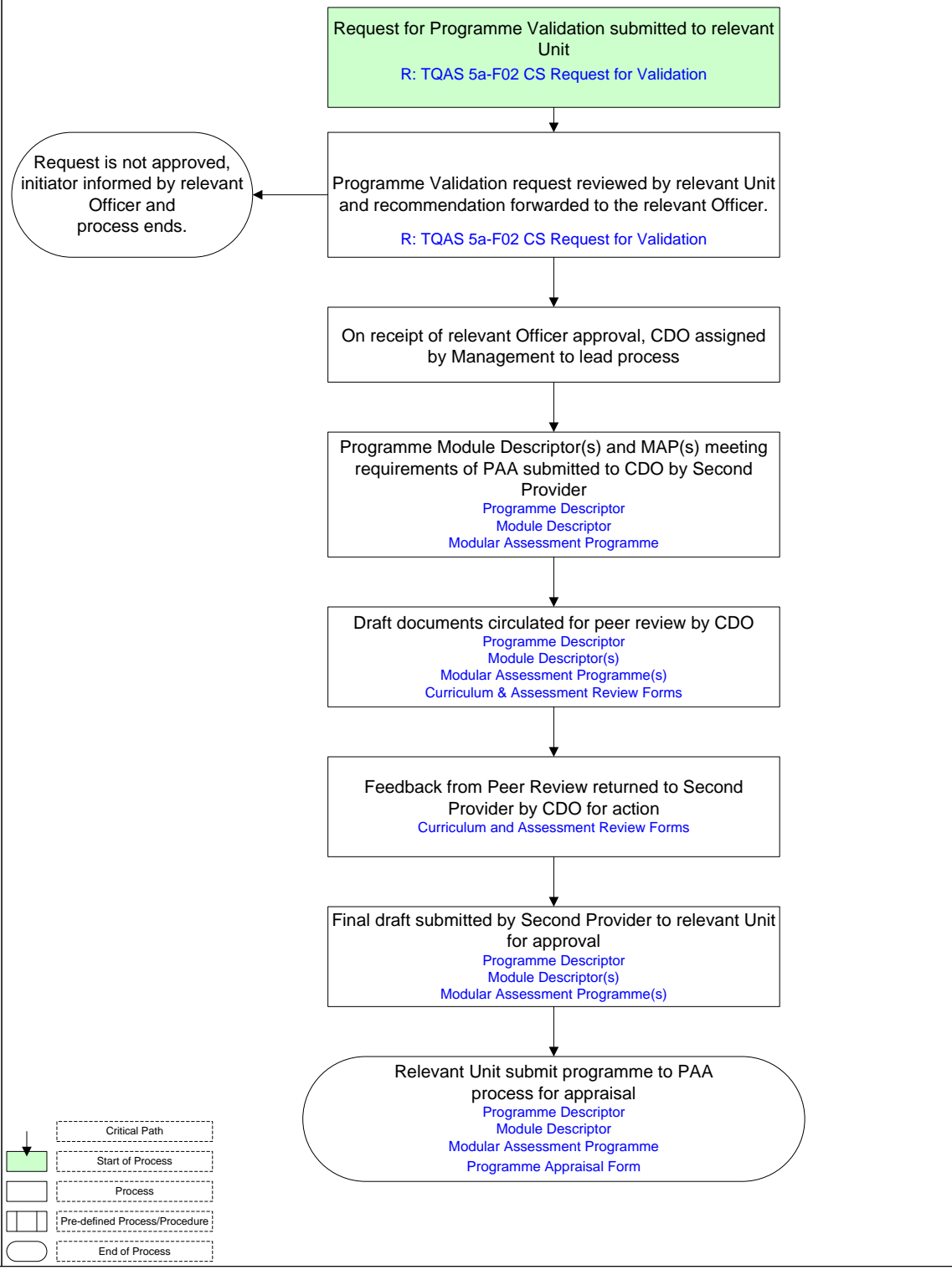
Universal ETB Utilisation of Former FÁS/SOLAS and Former VEC/ETB Programmes.

List of Programmes available for ETB Training Centre Utilisation  
[R: List of Programmes](#)



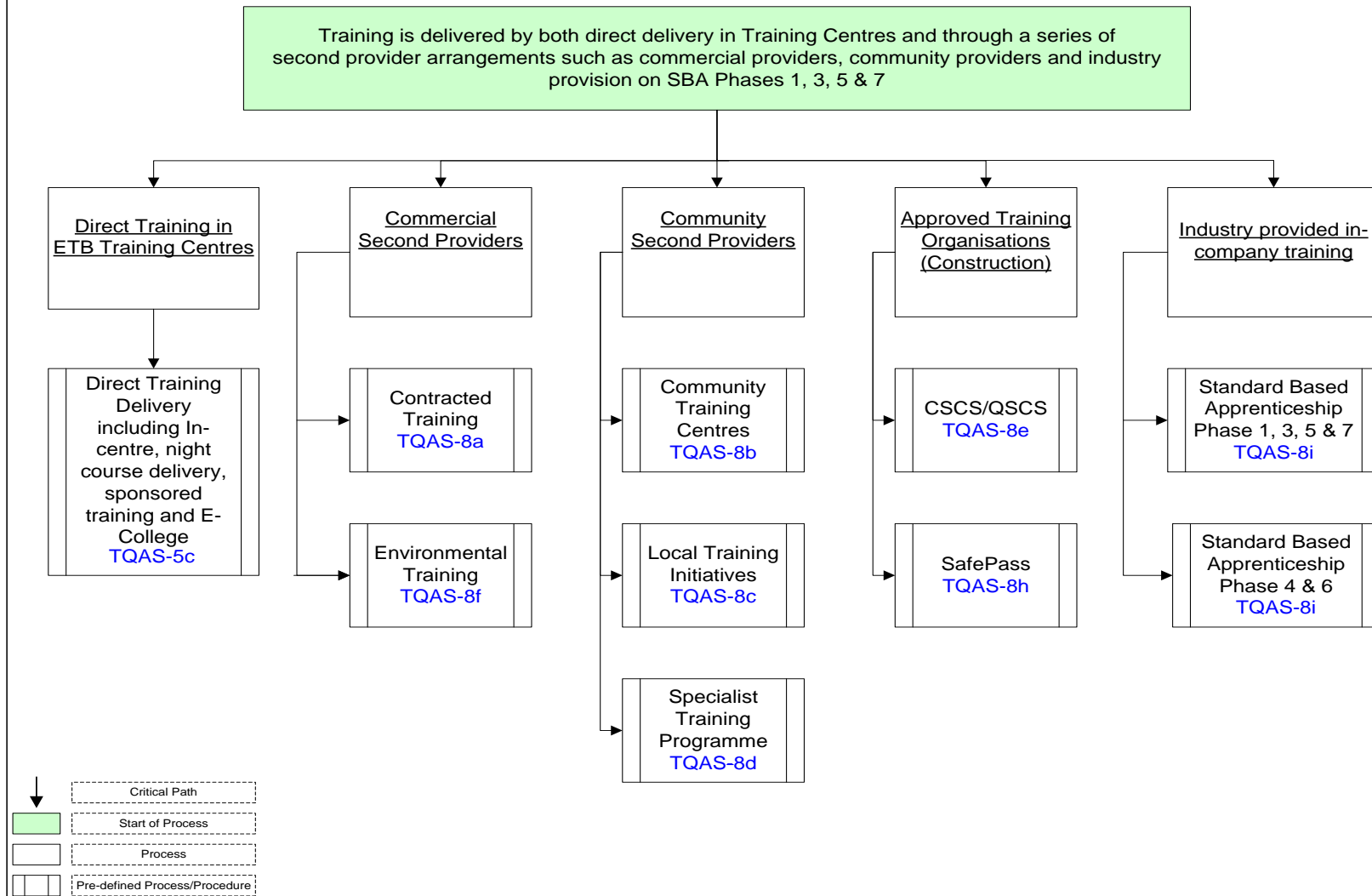
Transition Quality Assurance System (TQAS)

TQAS-5a-03 Community Training Second Provider Request for Programme Validation V1.0



Transition Quality Assurance System (TQAS)

TQAS-5b Training Delivery Overview V1.1



**Transition Quality Assurance System (TQAS)**

**TQAS-5c Direct Training Delivery V1.0**

Note: SBA Phase 2 courses are scheduled as per the SBA procedures

Decision is made to deliver the training course

Courses are scheduled on the Client Services System from the National Course Enquiry Database

Course Code/Location and budget are assigned on SAP

Staff Recruitment and Development  
TQAS 3 & TQAS 3a

Classroom or Workshop prepared in compliance with Health and Safety requirements & Training Materials prepared

All required resources are in place before the first or revised run of a course commences  
R: TQAS 5c-F01 Resource Checklist

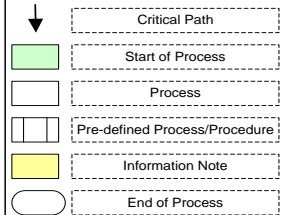
Financial Authority Levels and Procurement Procedures

Issues Log

Course Delivery as per QA58/01 and QA39/01 or SBA Curriculum  
R: TQAS 5c-F02 Training Record  
TQAS 5c-F03 Learner End of Course Questionnaire  
TQAS 5c-F04 Learner Computer Resources & Internet Usage Declaration  
TQAS 5c-F08 Provisional Results (suspended)  
TQAS 1-F01/TQAS F05b Learner Code of Conduct Infringement Report Form

Note: Communication and Dissemination of information to Learners including:  
- Curriculum & Assessment information  
-Learner responsibilities  
-Assessment methods  
-Repeat assessment criteria  
-Specific learner requirements

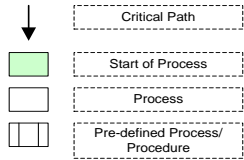
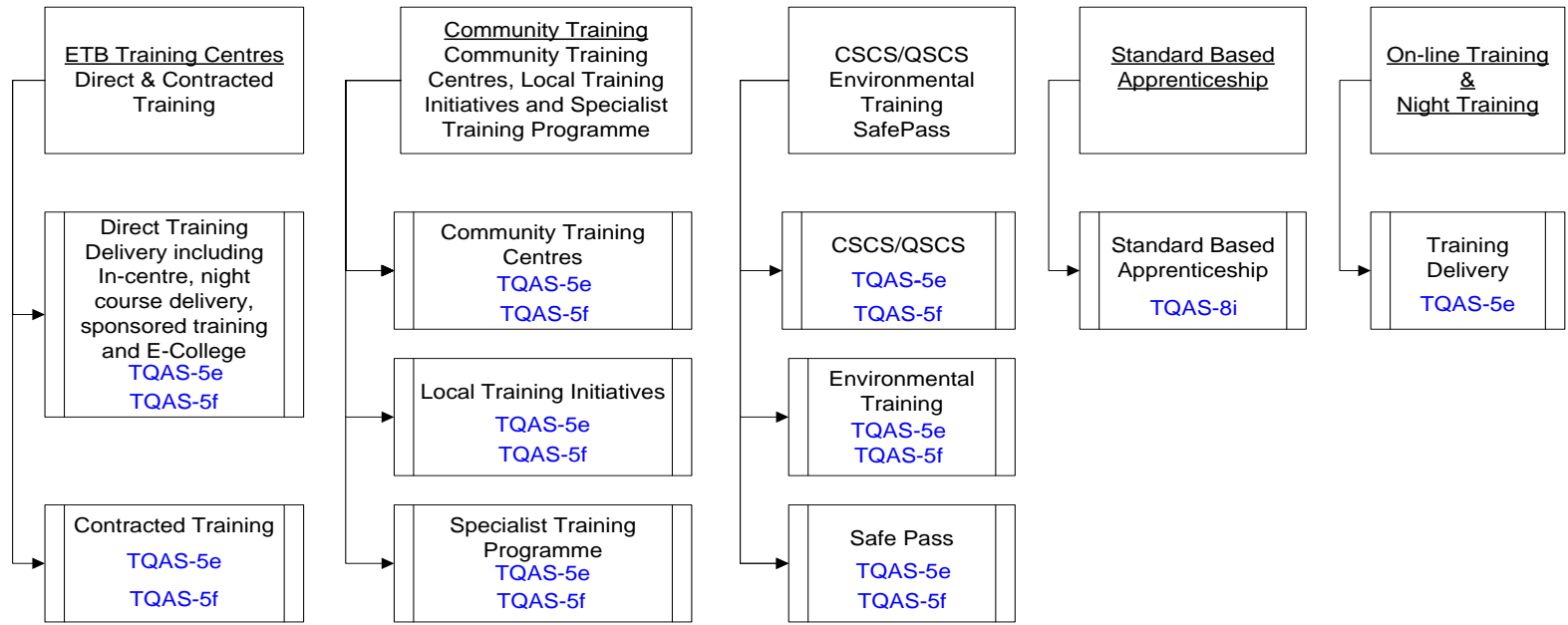
Course Review conducted at least once per annum  
R: TQAS 5c-F03 Learner End of Course Questionnaire  
TQAS 5c-F06 Customer Comment Form  
TQAS 5c-F07 Course Review Form



Transition Quality Assurance System (TQAS)

TQAS-5d Programme/Course Review Overview V1.1 (Local & Organisational Review)

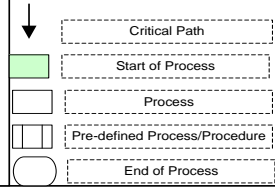
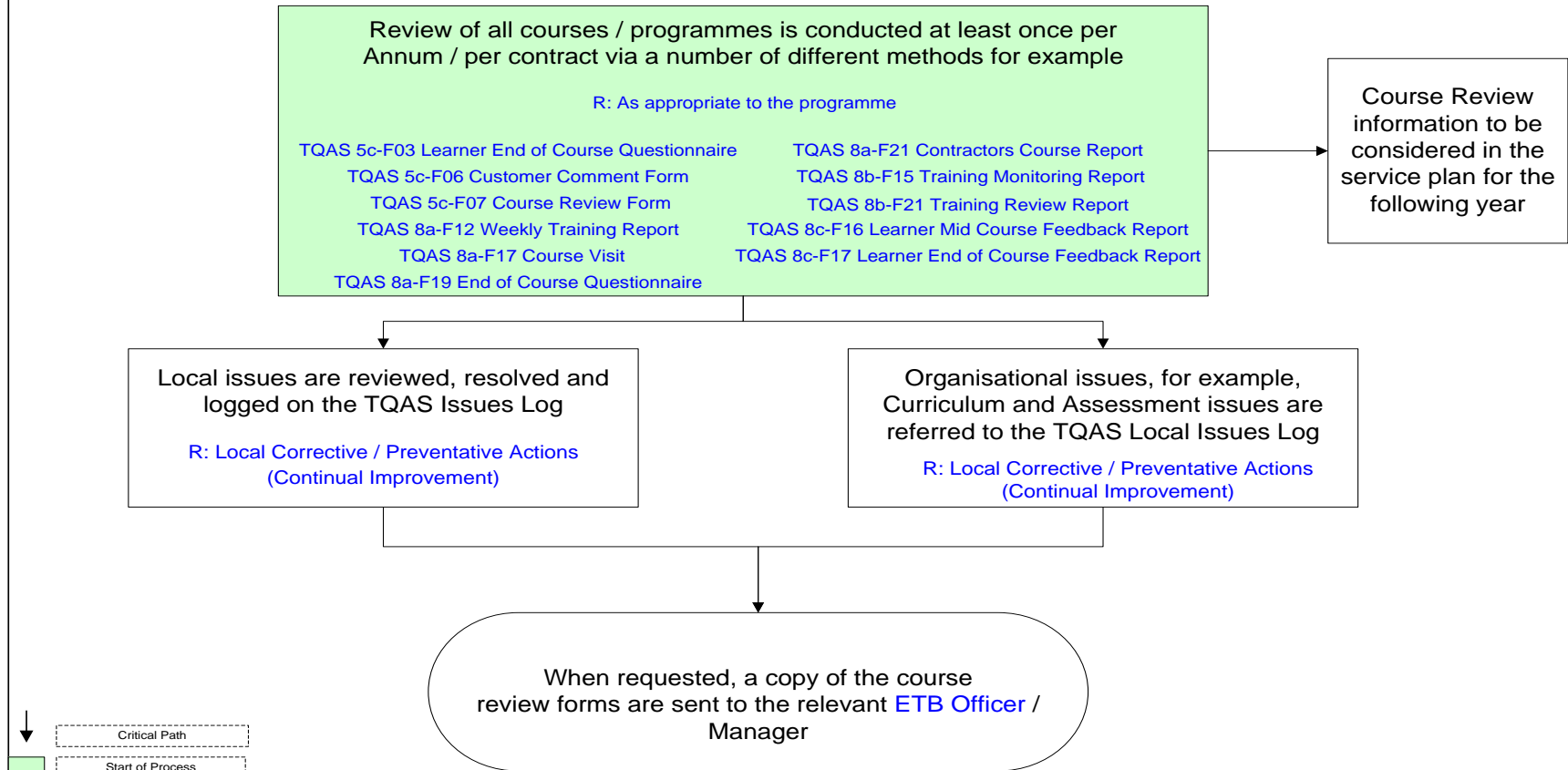
All training provision is subject to review. Programme/course reviews are carried out both locally and organisationally





Transition Quality Assurance System (TQAS)

TQAS-5e Local Programme/Course Review V1.1 (Delivery and Curriculum & Assessment)



Transition Quality Assurance System (TQAS)

TQAS-5f Organisational Training Programme/Course Review V1.1

**Note:** This process covers the review of all ETB Training Programmes / Course Provision

Programme/Course approved for review by the relevant Manager / Officer and signed off by the relevant Officer

Updates / amendments / corrections to curriculum and assessments as a result of corrective actions or changes to course requirements e.g. licensing, legislation, technology etc will be made on an ongoing basis as appropriate

This ETB will work with an Internal / External SME to review the programme

Relevant Officer will arrange to correct / update the curriculum and / or assessment and will do so in conjunction with an Internal / External SME (if appropriate)

Curriculum, assessments and resources are reviewed and developed by the appropriate unit in consultation with stakeholders and in compliance with the National Award Standard  
 Curriculum, Assessments  
 Workplace Competency Schedules  
 Learners Resources  
 Other appropriate documentation  
 Note: not all records applicable to all courses

Curriculum & Assessments are corrected/up-dated by the appropriate unit in consultation with stakeholders and in compliance with the National Award Standard  
 Curriculum, Assessments  
 Workplace Competency Schedules  
 Learners Resources  
 Other appropriate documentation  
 Note: not all records applicable to all courses

Reviewed Programme / Course is signed off by the appropriate Manager

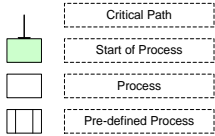
Programme appraisal is carried out as per the Programme Approval Agreement Process, if appropriate  
 R: Programme Appraisal Form

Manager / Programme Manager Approval

Relevant Officer Approval

Curriculum transferred onto the Enquiry NCDB, Assessments updated on CAMS system and resources updated on the learner resource server, where appropriate. All relevant stakeholders notified and updates posted on the Intranet by the authorised personnel

Programme Approval Process for Programmes leading to a common Award Standard including migrated awards



## **5.8 Monitoring Evidence of Implementation**

5.8.1 This City of Dublin ETB training centre monitors the implementation of this Programme Development Delivery and Review policy

5.8.2 Evidence to confirm implementation of this Programme Development, Delivery and Review policy and procedure will at a minimum, include:-

- Identification of Training Needs research results
- Programme schedules
- Training and assessment specifications
- Minutes of meetings relevant to programme development, delivery and review
- Awards Council programme validation application results
- Improvement actions
- Programme Appraiser Handbook
- Quality Assurance System (QAS) Documents and Forms
- Monitoring reports
- Programme review reports
- Programme evaluation reports

## 6. Fair and Consistent Assessment of Learners

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### Policy

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This City of Dublin ETB is committed to the fair and consistent assessment of learners and to the utilisation of standards-based assessment systems. THIS CITY OF DUBLIN ETB considers assessment an essential element of the learning process, as a mechanism to facilitate learner access, transfer and progression in terms of labour market needs and the National Framework of Qualifications.

In order to provide fair and consistent assessment of learners this City of Dublin ETB co-ordinates, designs and approves a range of assessment instruments which meet National Standards and which utilise four main assessment principles - Standards, Accuracy, Fairness, and Practicality.

#### 6.1 Purpose

6.1.1 The purpose of this policy is to ensure that fair and consistent assessment of learners is provided in CITY OF DUBLIN ETB provided and/or organised and/or procured training programmes.

#### 6.2 Responsibilities

6.2.1 City of Dublin ETB has responsibility for:

- a) Development and dissemination of 'Quality Assurance Assessment Operating Procedures
- b) Dissemination of Assessment Regulations
- c) Ensuring compliance with CITY OF DUBLIN ETB Assessment Policy and requirements
- d) Auditing of assessment in CITY OF DUBLIN ETB provided, organised or procured training programmes.

6.2.2 City of Dublin ETB has responsibility for development and approval of assessment instruments in accordance with approved assessment design mechanisms e.g. :-

- a) City of Dublin ETB approved assessment design methodologies
- b) Assessment Design Series, (QA98/01, QA98/02, QA98/03)
- c) Assessment Regulations
- d) Policy on Assessment Development and Marking and Grading for Adult Courses

6.2.3 This City of Dublin ETB training centre has responsibility to:

- a) Implement assessment instruments, maintaining an ethical approach and ensuring the integrity of the assessment process

#### 6.3 Assessment Design

6.3.1 This City of Dublin ETB has responsibility to:

- a) Maintain 'QUALITY ASSURANCE ASSESSMENT OPERATING PROCEDURES' to ensure fair and consistent administration, delivery and review of assessments

- b) Reflect the 'QOI POLICY ON ASSESSMENT' and/or 'MARKS AND STANDARDS' policy and procedures document

6.3.2 THIS CITY OF DUBLIN ETB has responsibility to:

- a) Ensure that the design of assessment instruments is in accordance with best practice, CITY OF DUBLIN ETB Assessment Policy and requirements.
- b) Provide an assessment design validation process to ensure technical and pedagogical validity and compliance with CITY OF DUBLIN ETB assessment policy and procedures
- c) Meet the National Standards as determined by the relevant Awards Council.

#### **6.4 Coordinated Planning of Assessments**

6.4.1 CITY OF DUBLIN ETB coordinates programme design, delivery and assessment to identify and clearly state the stages in the training programme when assessment should occur. This ensures that assessment is integrated in the programme and addresses the needs of learners.

#### **6.5 Information to Learners**

6.5.1 City of Dublin ETB and the City of Dublin ETB training centre ensure that appropriate, relevant and accurate assessment information is available to/for dissemination to learners. This information includes:

- a) Learner responsibilities regarding assessment
- b) Assessment methods, stages and appropriate sequencing
- c) Repeat assessment criteria and learner appeals mechanisms
- d) Guidelines regarding assessment modifications and accommodations, where appropriate, to facilitate specific learner needs.

6.5.2 Pre-course programme information reflects an outline of the award and an overview of assessments.

#### **6.6 Assessment Security and Accommodation**

6.6.1 City of Dublin ETB and the City of Dublin ETB training centre ensure that systems are in place to protect the security and integrity of the assessment process.

6.6.2 The City of Dublin ETB training centre ensures that resources and monitoring are in place to:

- a) Protect the security and integrity of learner assessment documentation and assessment materials, including learner work where appropriate
- b) Maintain and secure assessment results and records
- c) Supervise assessments
- d) Address any intentional or unintentional acts by learners and staff, which may impact on the validity of the assessment process
- e) Monitor a representative sample of assessment events at the point of assessment delivery
- f) Review regularly local assessment security arrangements and update these as appropriate.

- 6.6.3 The City of Dublin ETB training centre operates in accordance with the Results Approval Process to ensure the accuracy of all results data submitted to the Awards Councils.
- 6.6.4 City of Dublin ETB training centre provides for the adaptation of assessment processes, as necessary and reasonable, to accommodate learners with particular needs, in compliance with current equality legislation.
- 6.6.5 City of Dublin ETB implements a process to address identified errors and omissions which impact on the validity of the assessment process.

## **6.7 Consistency of Marking**

- 6.7.1 City of Dublin ETB:-
  - a) Specifies the roles and responsibilities of personnel who carry out assessment duties
  - b) Develops training programmes, to equip personnel to carry out their assessment responsibilities.
- 6.7.2 City of Dublin ETB training centre
  - a) Implements the system for fair and consistent marking in accordance with the QUALITY ASSURANCE ASSESSMENT OPERATING PROCEDURES' (or similar procedure developed by the City of Dublin ETB and agreed with QQI) within the assessment criteria specified in the assessment instrument.
  - b) Operate a system for moderating of assessments in accordance with the QUALITY ASSURANCE ASSESSMENT OPERATING PROCEDURES' (or similar procedure developed by the City of Dublin ETB and agreed with QQI) within the assessment criteria specified in the assessment instrument.

## **6.8 Feedback to Learners**

- 6.8.1 At course level, City of Dublin ETB training centre ensures that learners:
  - a) receive timely and constructive feedback on their assessments, appropriate to the nature of the assessment, i.e. formative or summative
  - b) are provided with an opportunity to repeat an assessment when appropriate
  - c) are informed about the appeals process in relation to assessment results.

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## PROCEDURES – FAIR AND CONSISTENT ASSESSMENT OF LEARNERS

REVIEWED AND UPDATED MARCH 2021 V3<sup>3</sup>

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The QUALITY ASSURANCE ASSESSMENT OPERATING PROCEDURES' were developed through an extensive consultative process. They are designed to set out the assessment quality framework that underpins the planning, setting, operation, marking, recording, approval of results, and verification of all assessments leading to the request of an award certificate from an Irish Awarding Body.

The document containing the procedures has been divided into three sections:

**Section 1 – The Purpose of Assessment.** This section explains the role of assessment in the context of training and outlines the various approaches to assessment.

**Section 2 – The Assessment Process.** This section includes a process map of the assessment process in and outlines the various roles and responsibilities of those involved.

**Section 3 – Quality Assuring the Assessment Process: Assessment Operating Procedures.** This section contains a specific listing of all assessment procedures stating their purpose, associated responsibilities and a detailed description of the steps required to meet the requirements of each procedure. (see QAS Section 6 Fair and Consistent Assessment of Learners, Documents)

Quality Assurance Fair and Consistent Assessment of Learner procedures are in line with the following Process Maps:

### QAS Section Six Process Maps

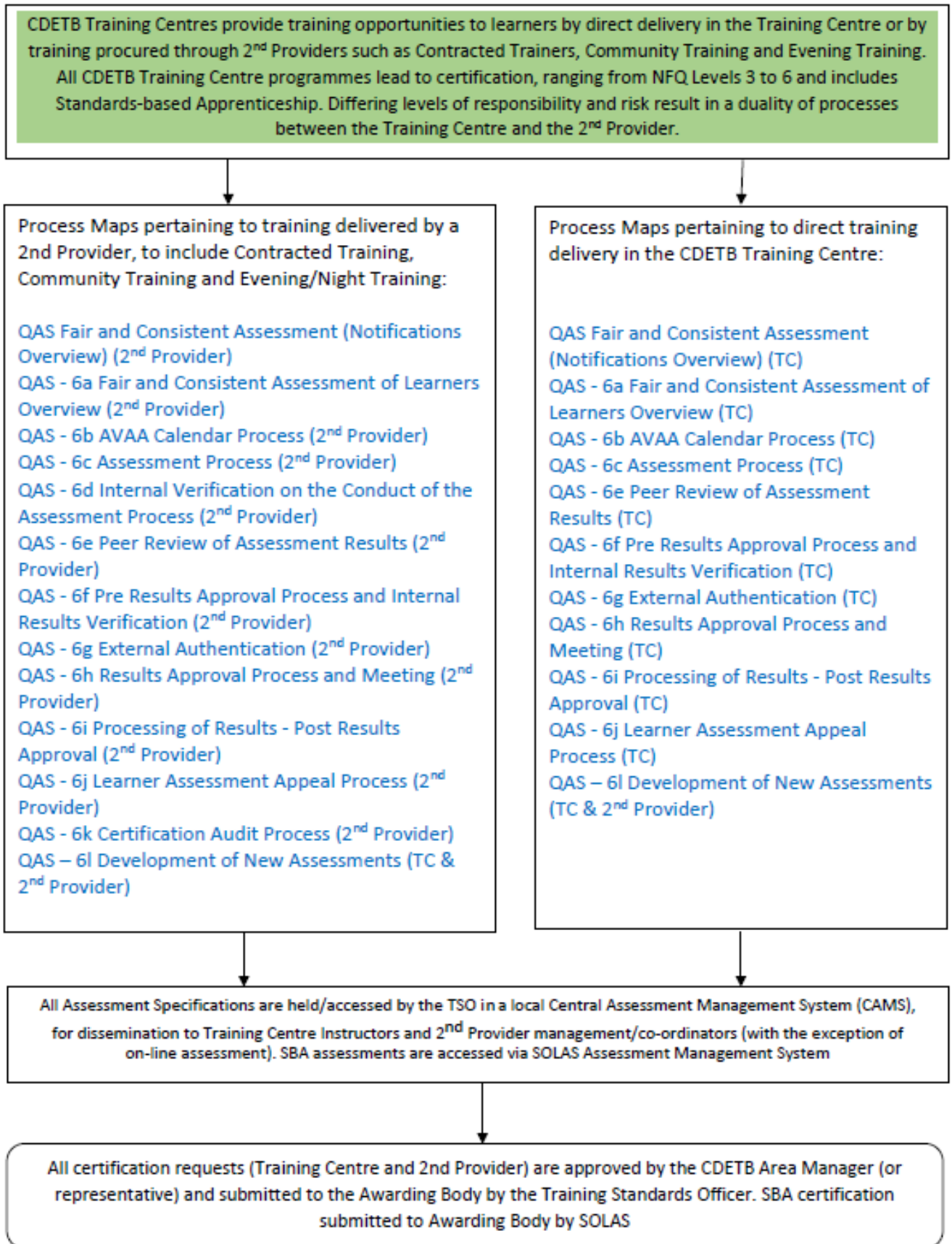
- QAS - 6 Fair and Consistent Assessment (Notifications Overview)
- QAS - 6a Fair and Consistent Assessment of Learners Overview
- QAS - 6b AVAA Calendar Process
- QAS - 6c Assessment Process
- QAS - 6d Internal Verification on the Conduct of the Assessment Process
- QAS - 6e Peer Review of Assessment Results
- QAS - 6f Pre Results Approval Process and Internal Results Verification
- QAS - 6g External Authentication
- QAS - 6h Results Approval Process and Meeting
- QAS - 6i Processing of Results - Post Results Approval
- QAS - 6j Learner Assessment Appeal Process
- QAS - 6k Certification Audit Process
- QAS - 6l Development of New Assessment Specifications

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<sup>3</sup> The section was reviewed by both Training Centres with enhancements proposed to the Quality Assurance and Strategic Planning Council, and were approved on the X//x/xxx.



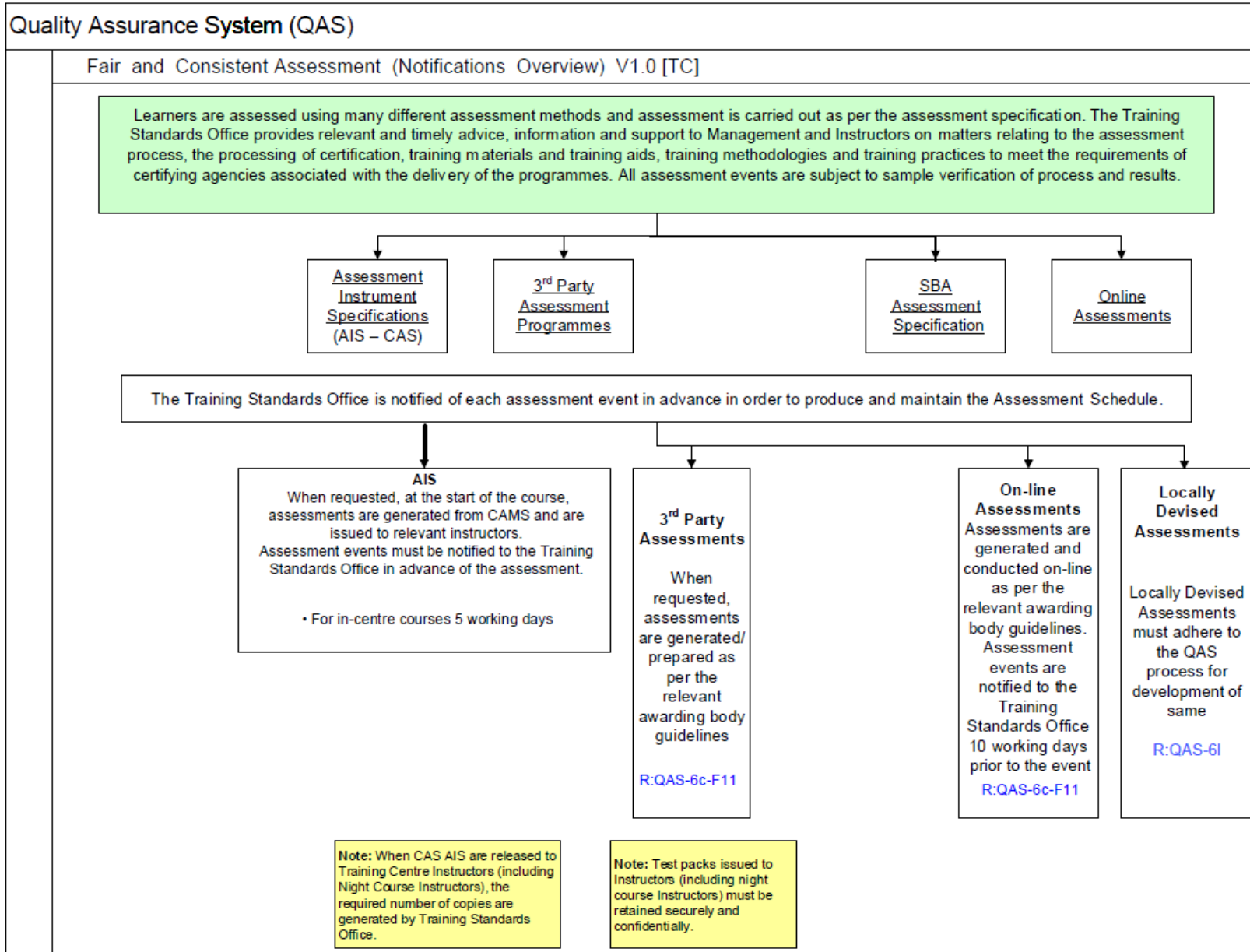
**Quality Assurance System (QAS) Section 6 Fair and Consistent Assessment of Learners Duality of Process Overview**



The following pages illustrate two distinct sets of Process Maps, relevant to the training locations/settings for which they were designed:

- 1. Direct training delivery in the City of Dublin ETB Training Centre**
- 2. Training delivered by a 2nd Provider, to include Contracted Training, Community Training and Evening/Night Training**

**Process Maps pertaining to direct training  
delivery in the City of Dublin ETB Training  
Centre**



Quality Assurance System (QAS)

QAS-6a Fair and Consistent Assessment of Learners Overview V1.1 [TC]

The Quality Business System includes final submission dates for the certification period. These dates are outlined below which, in turn, requires a cut off date for the Training Standards Office to receive results and assessment evidence prior to Results Approval.

Final Submission Date to QQI 12 <sup>th</sup> February	Final Submission Date to QQI 12 <sup>th</sup> April	Final Submission Date to QQI 12 <sup>th</sup> June	Final Submission Date to QQI 12 <sup>th</sup> August	Final Submission Date to QQI 12 <sup>th</sup> October	Final Submission Date to QQI 12 <sup>th</sup> December
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Note: The following colour pens are to be used on scripts:  
 - Red pen by the Assessor  
 - Green Pen by the TSO, if necessary  
 - Black / Blue pen by the Authenticator

Internal verification, peer review and results approval are scheduled to meet the QQI submission dates as per the Assessment Verification, Authentication and Approval Process  
QAS-6b

Note: There should be evidence on the scripts to show that they have been assessed. In addition to this, the overall result should also be on the scripts. These results should be transcribed to the Individual Assessment Sheets and the Summary Assessment Sheet

Peer Review  
QAS-6e

Assessments are conducted and marked (using red ink / pen) as per the Assessment Process  
QAS-6c

Internal Verification of results is carried out as per the Pre Results Approval Process and the Results Approval Checklist  
QAS-6f

Note: This verification of results includes the check carried out by the TSO Office as per the Results Approval Checklist

External Authentication (record marks / comments in black / blue ink)  
QAS-6g

Note: Results are submitted for Results Approval to Training Standards Office for all programmes

Results are submitted to the Results Approval Panel and the Results Approval Meeting takes place as per the Results Approval Process.  
QAS-6h

The TSO processes the RAP approved results as per the Post Results Approval Process  
QAS-6i

Appeals Process for approved results  
QAS-6j

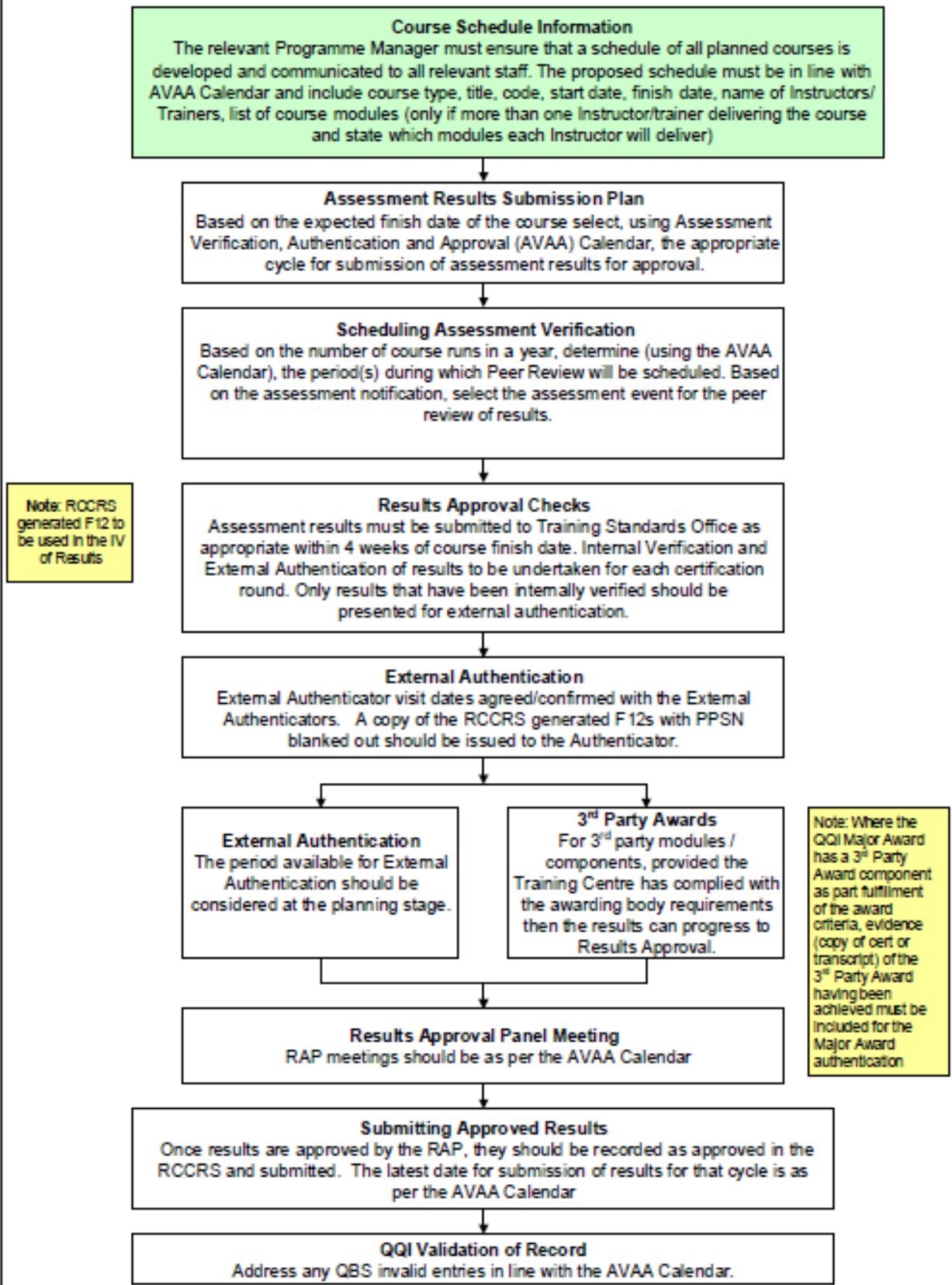
Certificates and transcripts received from QQI are checked against the approved F12s  
QAS-6i

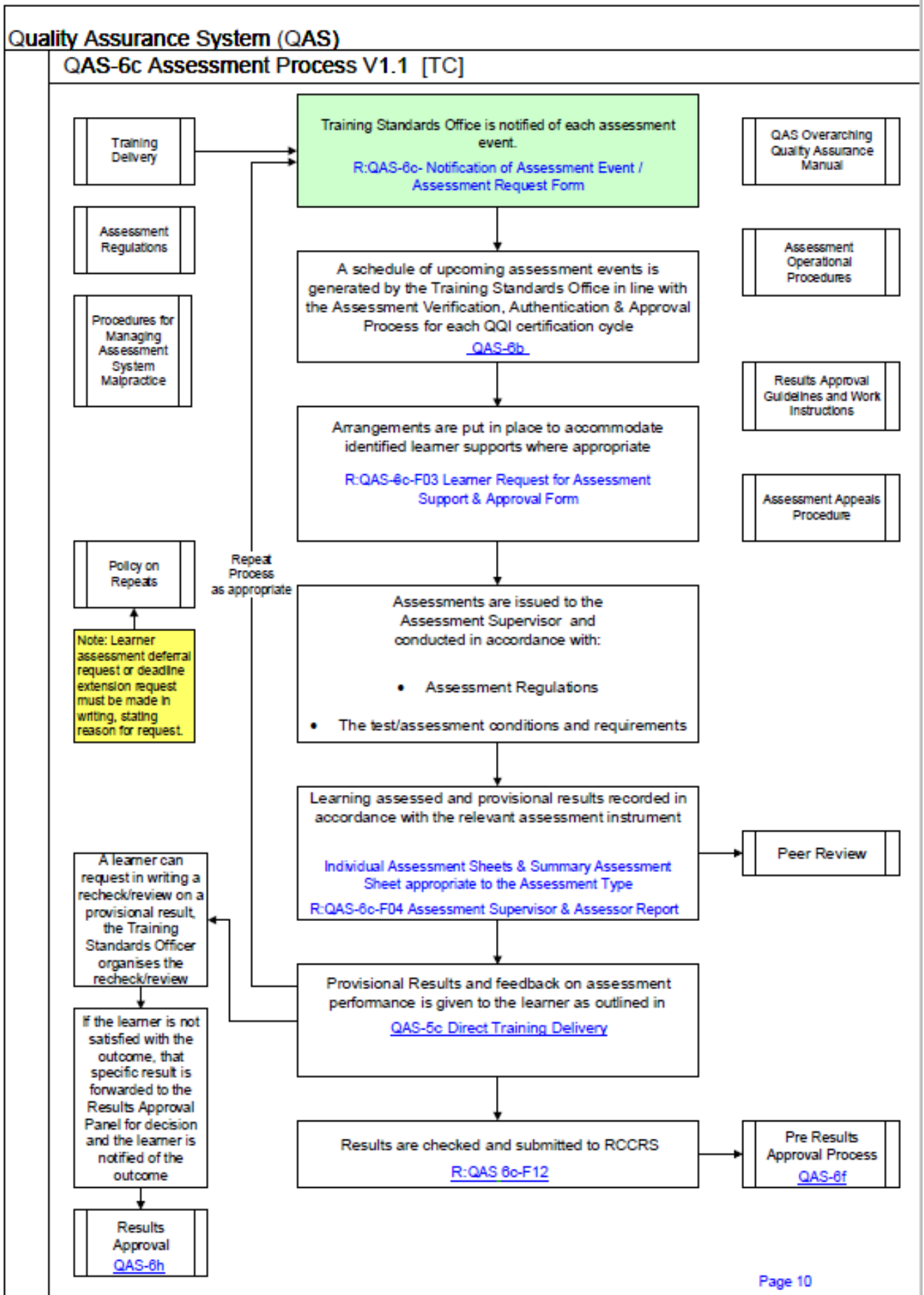
Note: Certificates can be issued to the learner directly by Training Centre. A 100% check of certificates must be conducted prior to issue to the learner. Evidence of Certificates being issued to the learner must be retained.

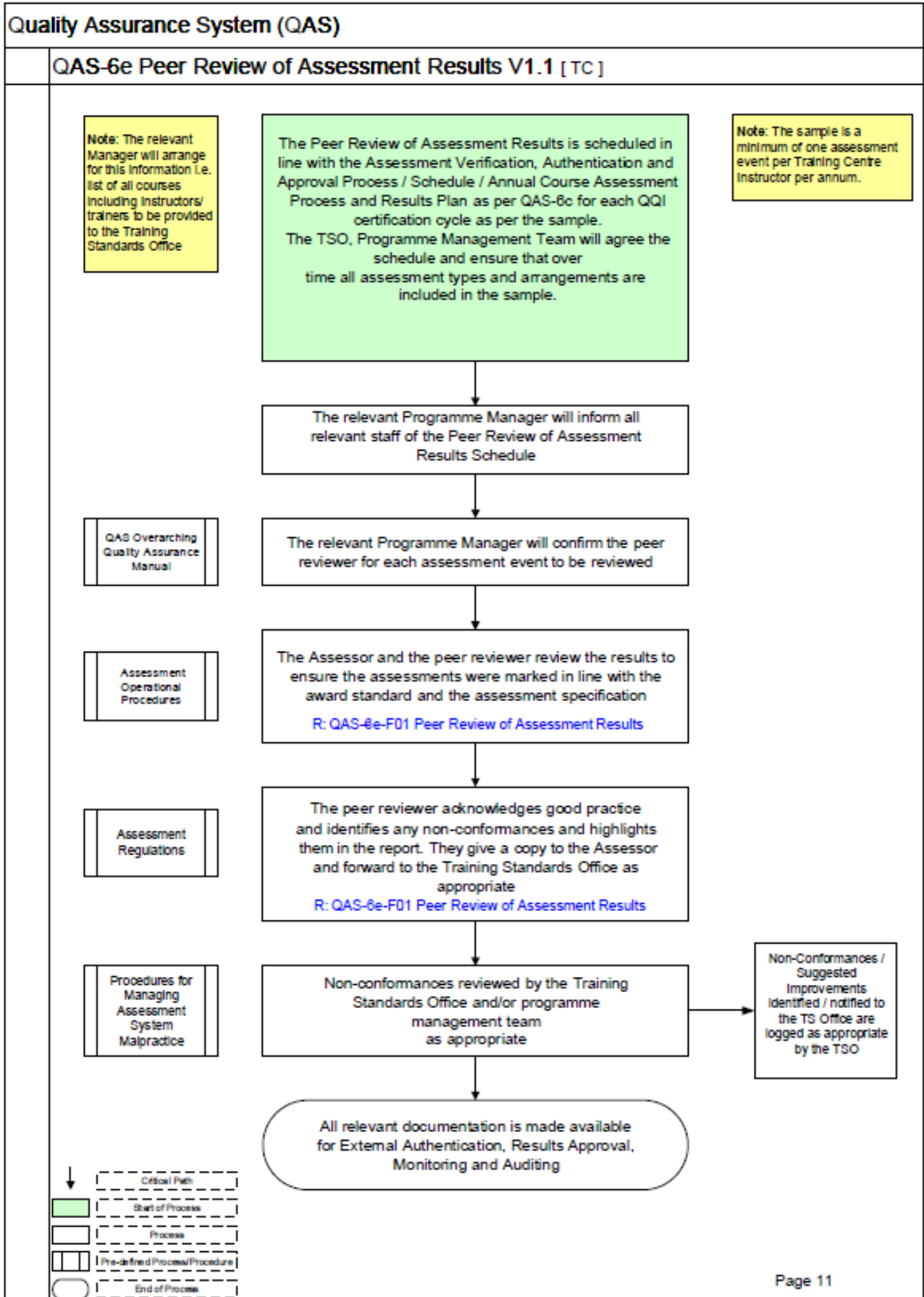
Certificates are issued to learners

**Quality Assurance System (QAS)**

**QAS-6b Assessment Verification, Authentication and Approval Calendar Process V1.1[TC]**









Quality Assurance System (QAS)

QAS-6f Internal Verification of Results – Pre Results Approval Process (as per the Results Approval Checklist) V1.0 [ TC ]

Assessment of Learners  
[QAS-6c](#)

The RCCRS generated F12, all assessment evidence and documentation is submitted to the Training Standards Office as appropriate  
[QAS-8f-F01 Internal Verification of Assessment Results \(Results Approval Checklist\)](#)

Note: Minimum 25% Internal Verification of Results is conducted across all programmes. Where anomalies are identified, the sample is expanded to 100% for that assessment

The F12s are crossed checked with all supporting documentation as per the Results Approval Checklist. This checklist is signed / dated.  
[R: QAS-8f-F01 Internal Verification of Assessment Results \(Results Approval Checklist\)](#)

Note:  
 • Where a manual F 12 is used, it is attached to the RCCRS generated F12.  
 • The RCCRS F12 must be checked as part of internal verification of results.

Note: Manually produced F12s which have been marked as canceled / not valid must be stapled to the back of the new F12

Present for Authentication

No  
 TS Office send back incomplete or incorrect documentation to the instructor / assessor / to be corrected

If result errors are detected on the RCCRS generated F12, the RCCRS F12 return function is used, results are edited and a new F12 is generated. The original RCCRS generated F12 must be clearly marked as canceled / not valid and dated. The revised / edited F12 should be attached to the relevant supporting documentation

The new F12s are crossed checked again as per the Results Approval Checklist for the Training Standards Office.

F12s and supporting documentation are made available for External Authentication  
[R: QAS-8f-F01 Internal Verification of Assessment Results \(Results Approval Checklist\)](#)

Authentication Report must be submitted to the TSO prior to Results Approval

Issues identified

Yes  
 Authentication recommendation / issues forwarded to the Programme Management Team for action

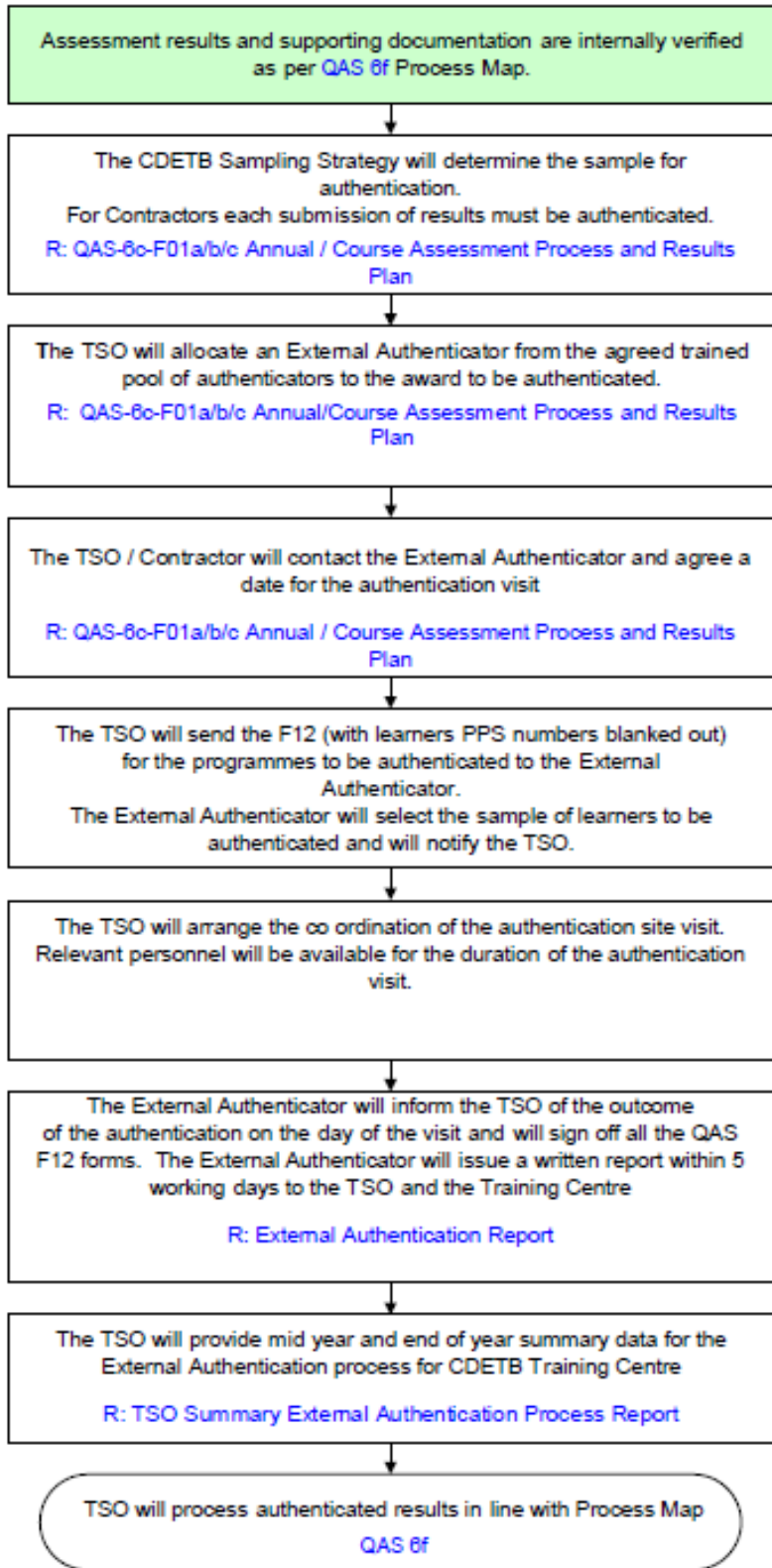
Yes

External Authentication  
[QAS-8g](#)

No  
 Results Approval Process  
[QAS-8h](#)

Quality Assurance System (QAS)

QAS-6g External Authentication V1.1 [TC]



Note: As per Assessment Verification Authentication & Approval (AVAA) calendar.

1. External Authentication – Guidelines for Training Centres

Terms of Reference for External Authenticators

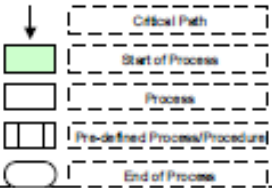
NOTE: RCCRS Printed F12 Only

Note: Coordination includes preparing the assessment evidence, documentation and room in advance of the visit and facilitating the authenticator during the site visit

Note: TSO / Contractor / Manager or nominee will be available during the visit. The relevant Instructor / Trainer / Assessor must be available (either in person or by phone) during the External Authentication visit.

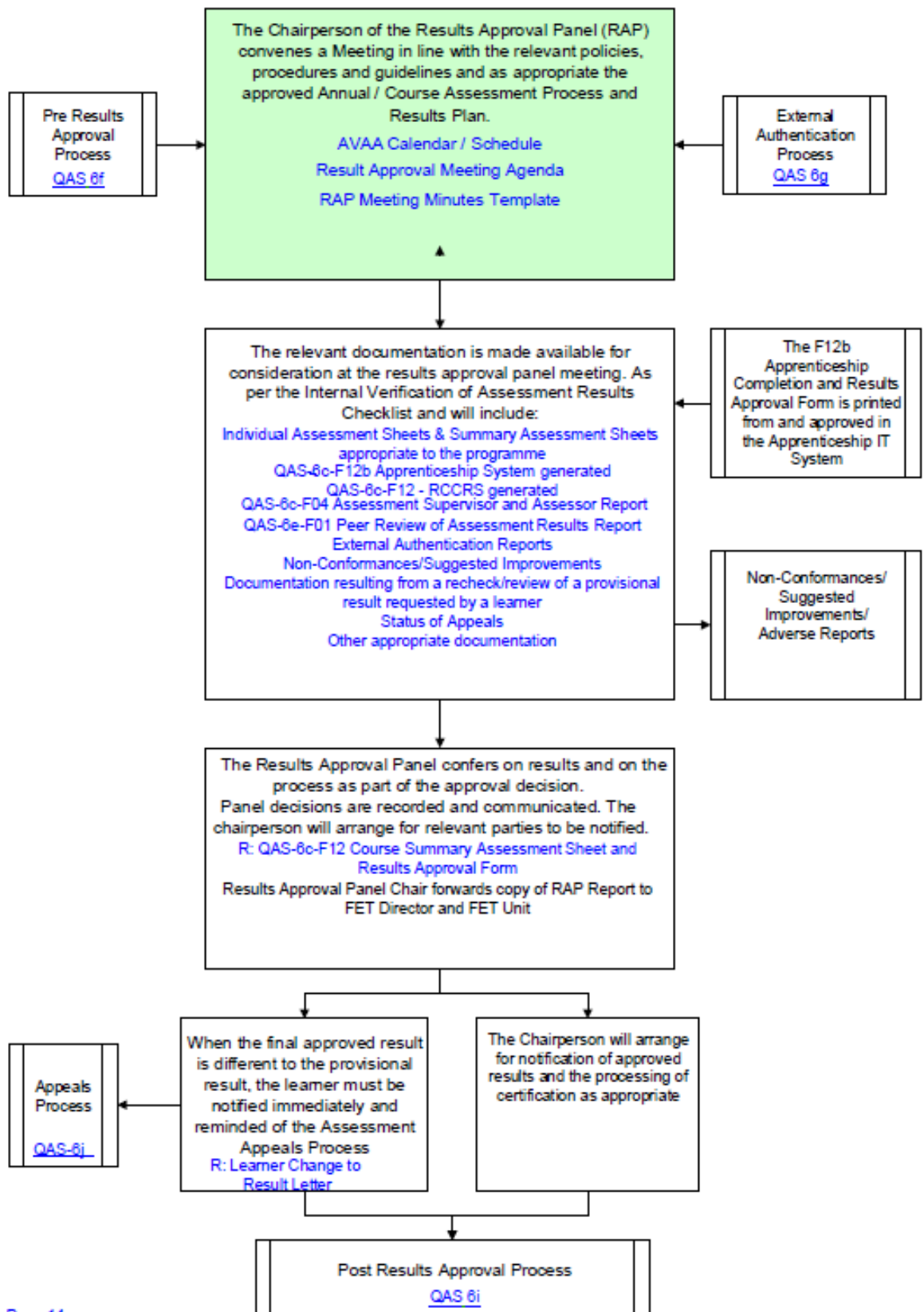
Note: Assessment documentation for External Authentication will include:

- Assessment Evidence e.g. test papers, practical pieces, projects, portfolios etc
- Assessment Records e.g. assessment briefs, assessment sheets, summary assessment sheets, RCCRS generated QAS F12 forms, candidate marking sheets, Internal Verification of Results reports, Peer Review reports, previous External Authentication reports etc.



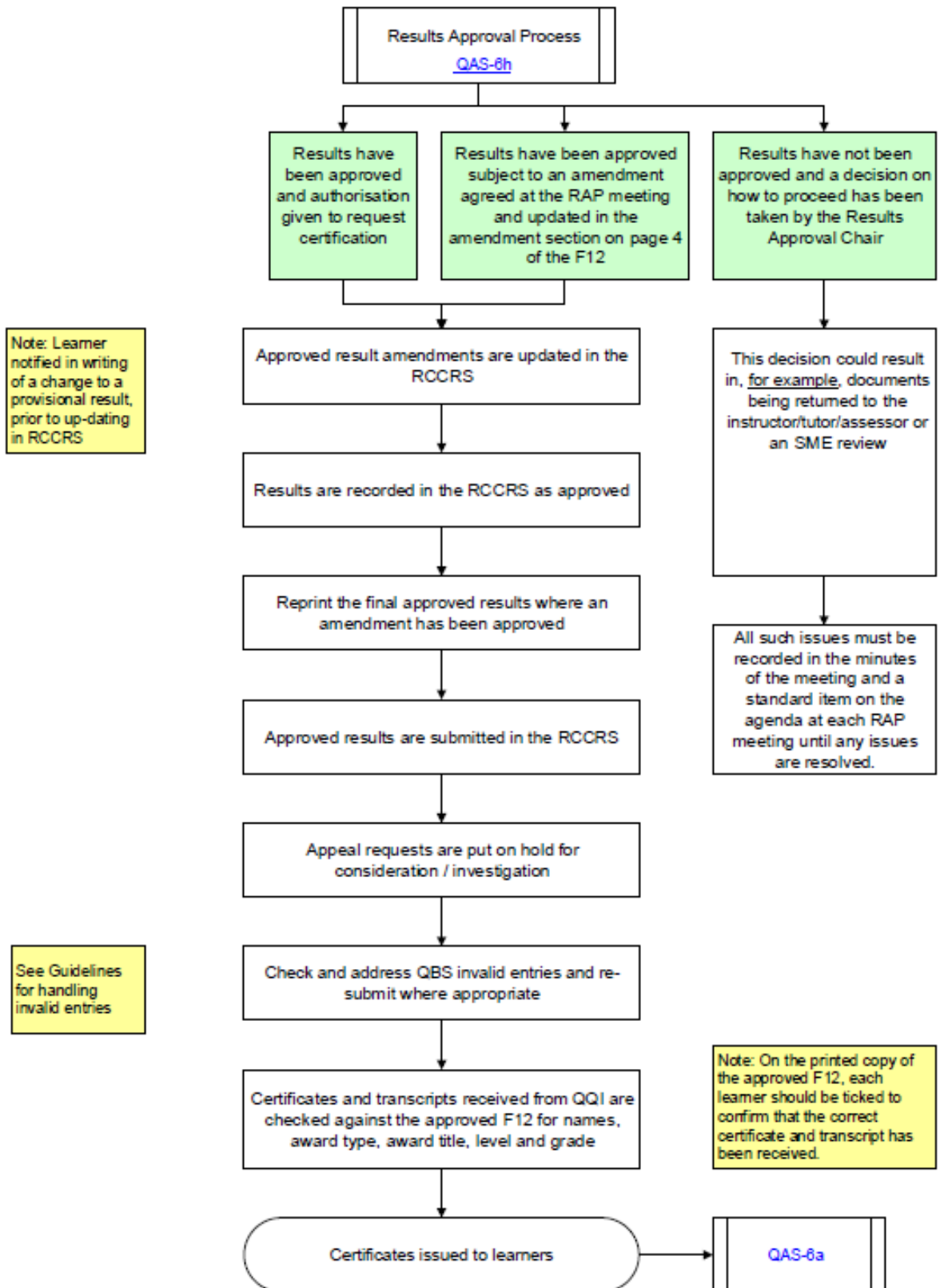
Quality Assurance System (QAS)

QAS-6h Results Approval Process and Meeting V1.1 [TC]



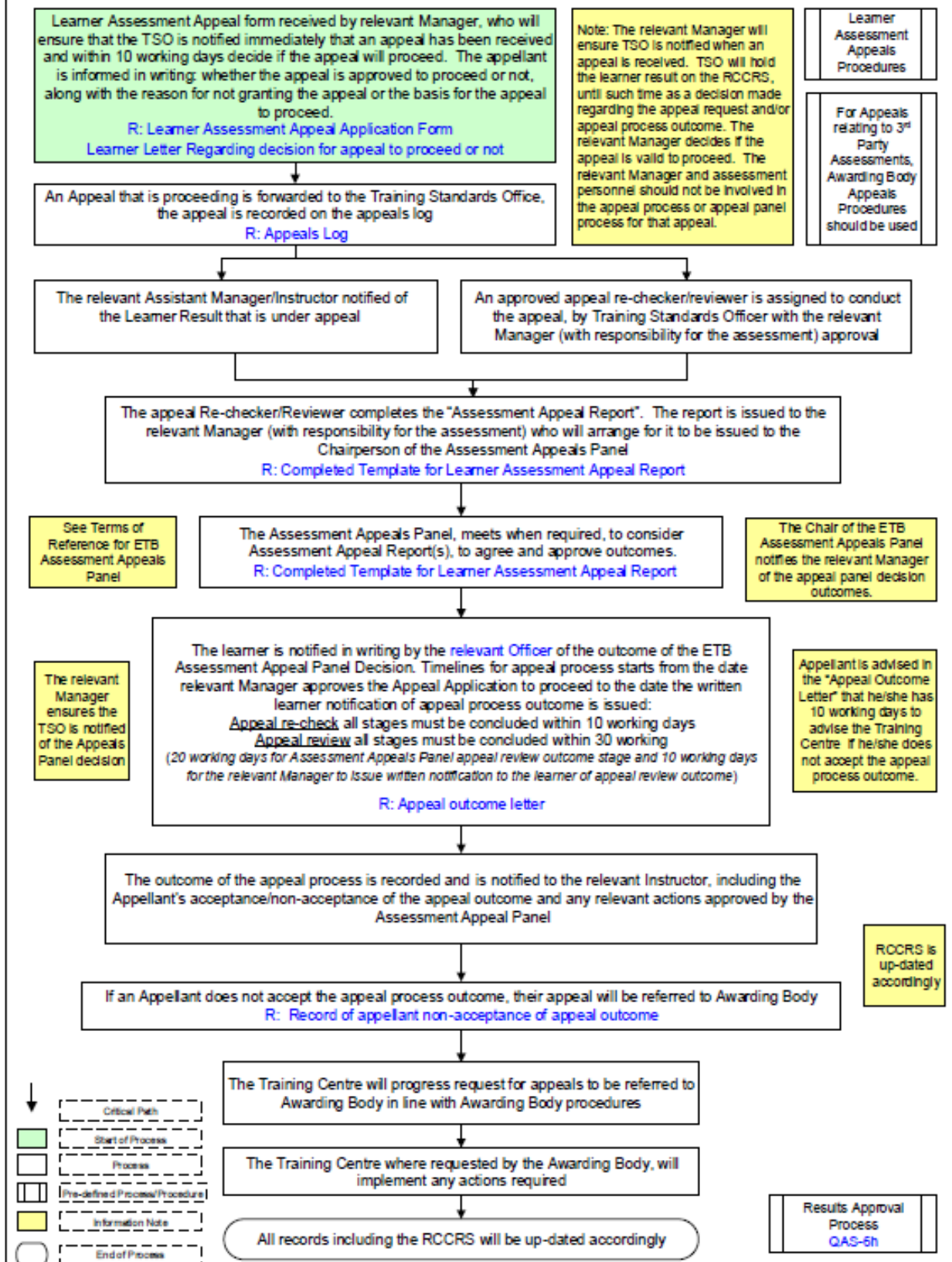
Quality Assurance System (QAS)

QAS-6i Post Results Approval Process V1.0 [TC]



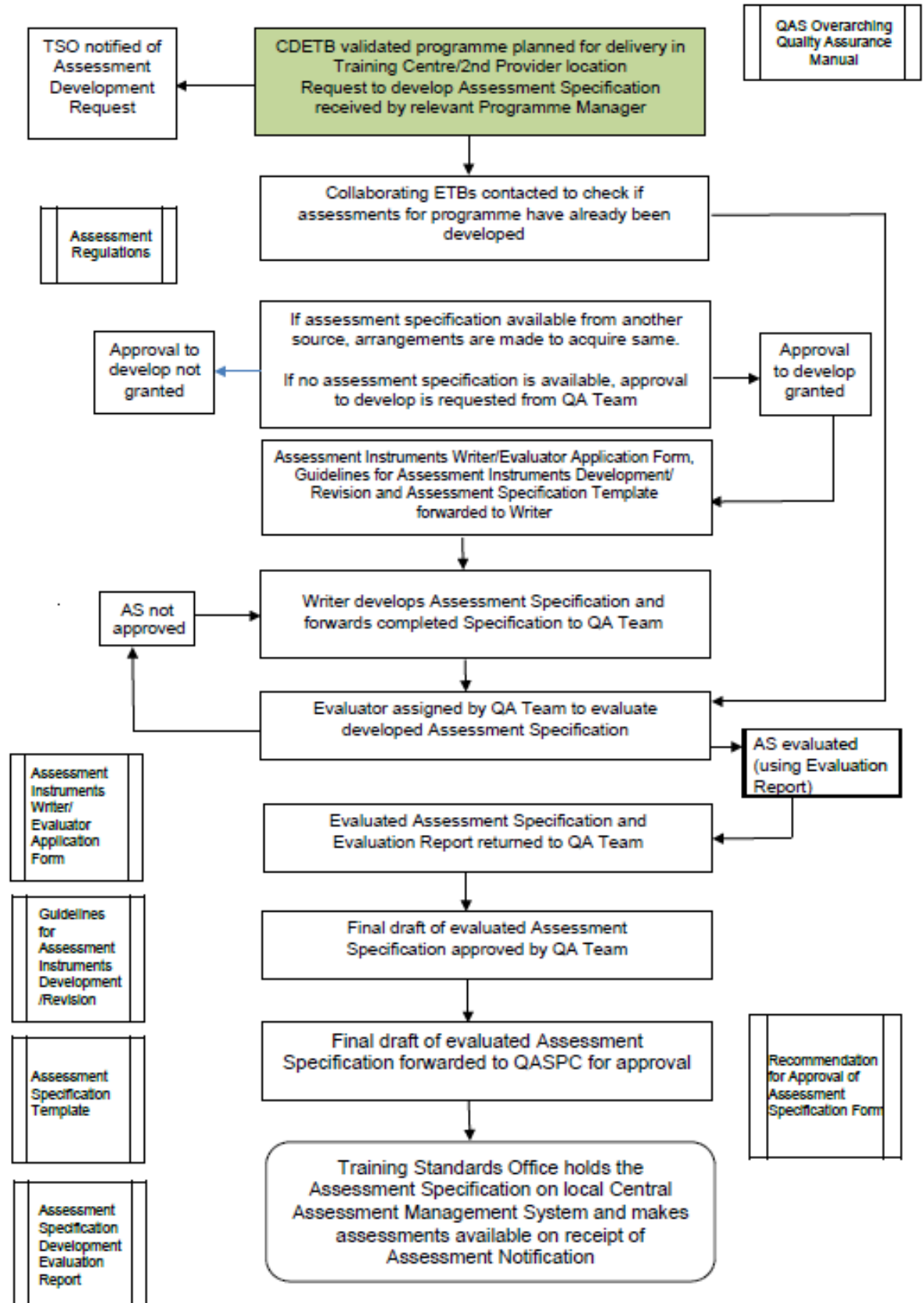
Quality Assurance System (QAS)

QAS-6j Learner Assessment Appeal Process V1.0 [ TC ]

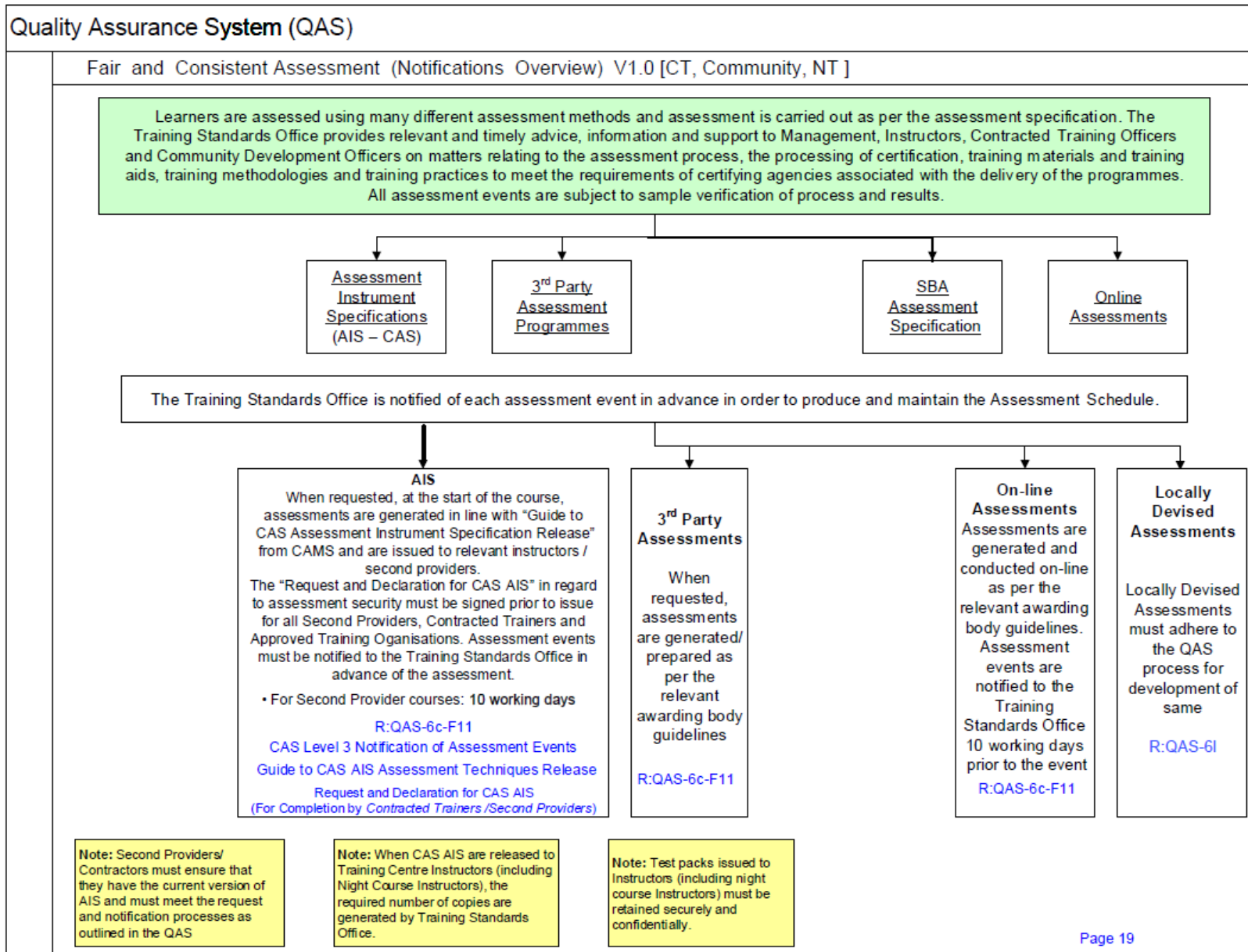


Quality Assurance System (QAS)

QAS - 6I Development of New Assessment Specifications [ TC, Contract, Community, NT ]



**Process Maps pertaining to training delivered by a 2<sup>nd</sup> Provider, to include Contracted Training, Community Training and Evening/Night Training**





Quality Assurance System (QAS)

QAS-6a Fair and Consistent Assessment of Learners Overview V1.1 [CT, Community, NT ]

The Quality Business System includes final submission dates for the certification period. These dates are outlined below which, in turn, requires a cut off date for the Training Standards Office to receive results and assessment evidence prior to Results Approval.

Final Submission Date to QQI 12 <sup>th</sup> February	Final Submission Date to QQI 12 <sup>th</sup> April	Final Submission Date to QQI 12 <sup>th</sup> June	Final Submission Date to QQI 12 <sup>th</sup> August	Final Submission Date to QQI 12 <sup>th</sup> October	Final Submission Date to QQI 12 <sup>th</sup> December
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Note: The following colour pens are to be used on scripts:  
 - Red pen by the Assessor  
 - Green Pen by the TSO, if necessary  
 - Black / Blue pen by the Authenticator

Internal verification, peer review and results approval are scheduled to meet the QQI submission dates as per the Assessment Verification, Authentication and Approval Process  
QAS-6b

Note: There should be evidence on the scripts to show that they have been assessed. In addition to this, the overall result should also be on the scripts. These results should be transcribed to the Individual Assessment Sheets and the Summary Assessment Sheet

Peer Review  
QAS-6e

Assessments are conducted and marked (using red ink / pen) as per the Assessment Process  
QAS-6c

Internal Verification on the Conduct of the Assessment Process  
QAS-6d

Internal Verification of results is carried out as per the Pre Results Approval Process and the Results Approval Checklist  
QAS-6f

Note: This verification of results includes the check carried out by 2<sup>nd</sup> Providers as appropriate, as per the Results Approval Checklist

External Authentication (record marks / comments in black / blue ink)  
QAS-6g

Note: Results are submitted for Results Approval to Training Standards Office for all programmes with the exception of CTCs and STP's

Results are submitted to the Results Approval Panel and the Results Approval Meeting takes place as per the Results Approval Process.  
QAS-6h

Note: Results Approval Panel Meetings will be conducted locally by CTCs and STP's and must be attended by a CDET Training Centre designated Observer

Note: Training Standards Office will request certificates from QQI for all second providers

The TSO processes the RAP approved results as per the Post Results Approval Process  
QAS-6i

Appeals Process for approved results  
QAS-6j

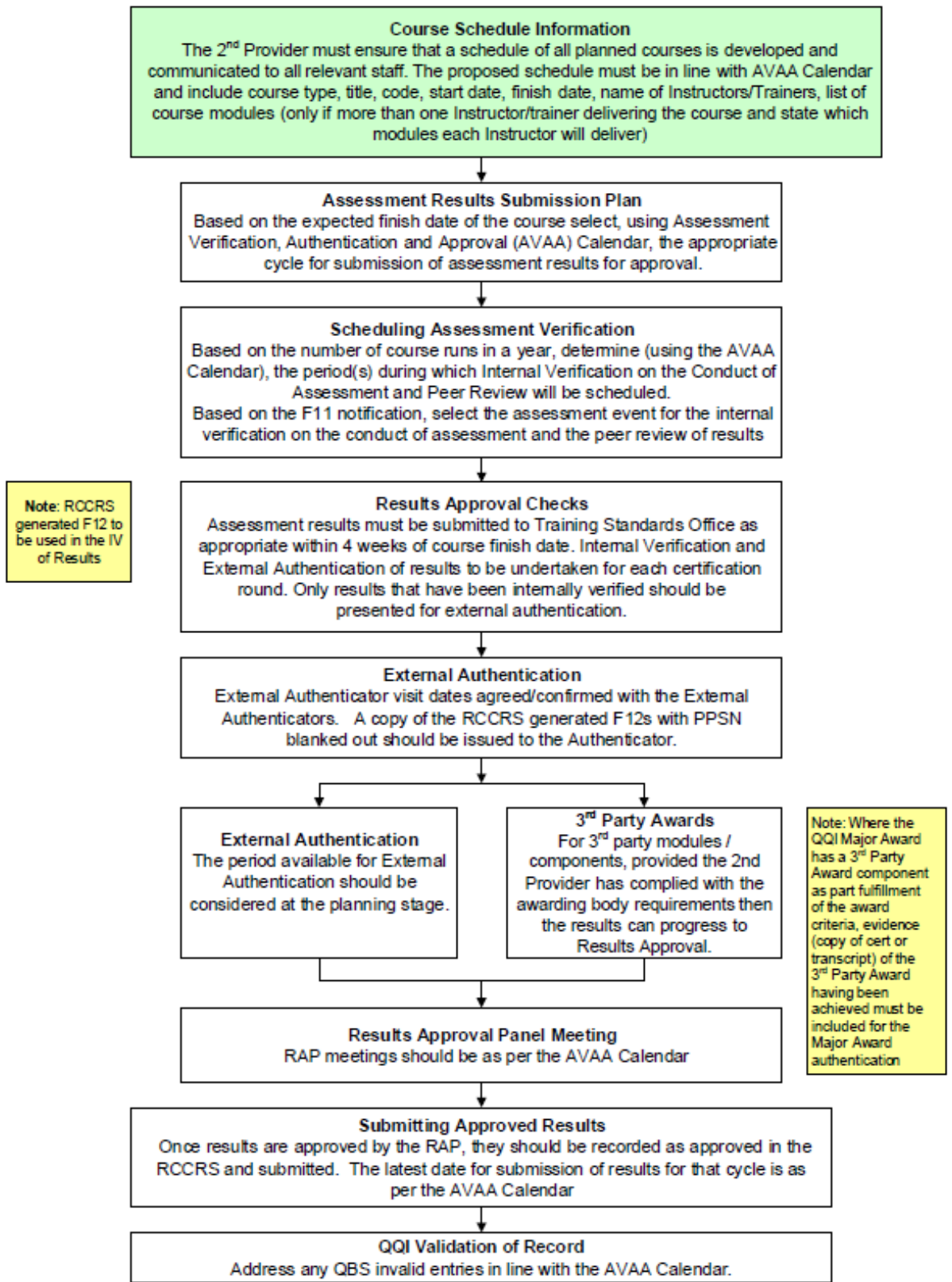
Certificates and transcripts received from QQI are checked against the approved F12s  
QAS-6k

Note: Certificates can be issued to the learner directly by Training Centre or by the Second Provider with approval and a cover letter from the Training Centre. A 100% check of certificates must be conducted prior to issue to the learner. Evidence of Certificates being issued to the learner must be retained.

Certificates are issued to learners / second providers

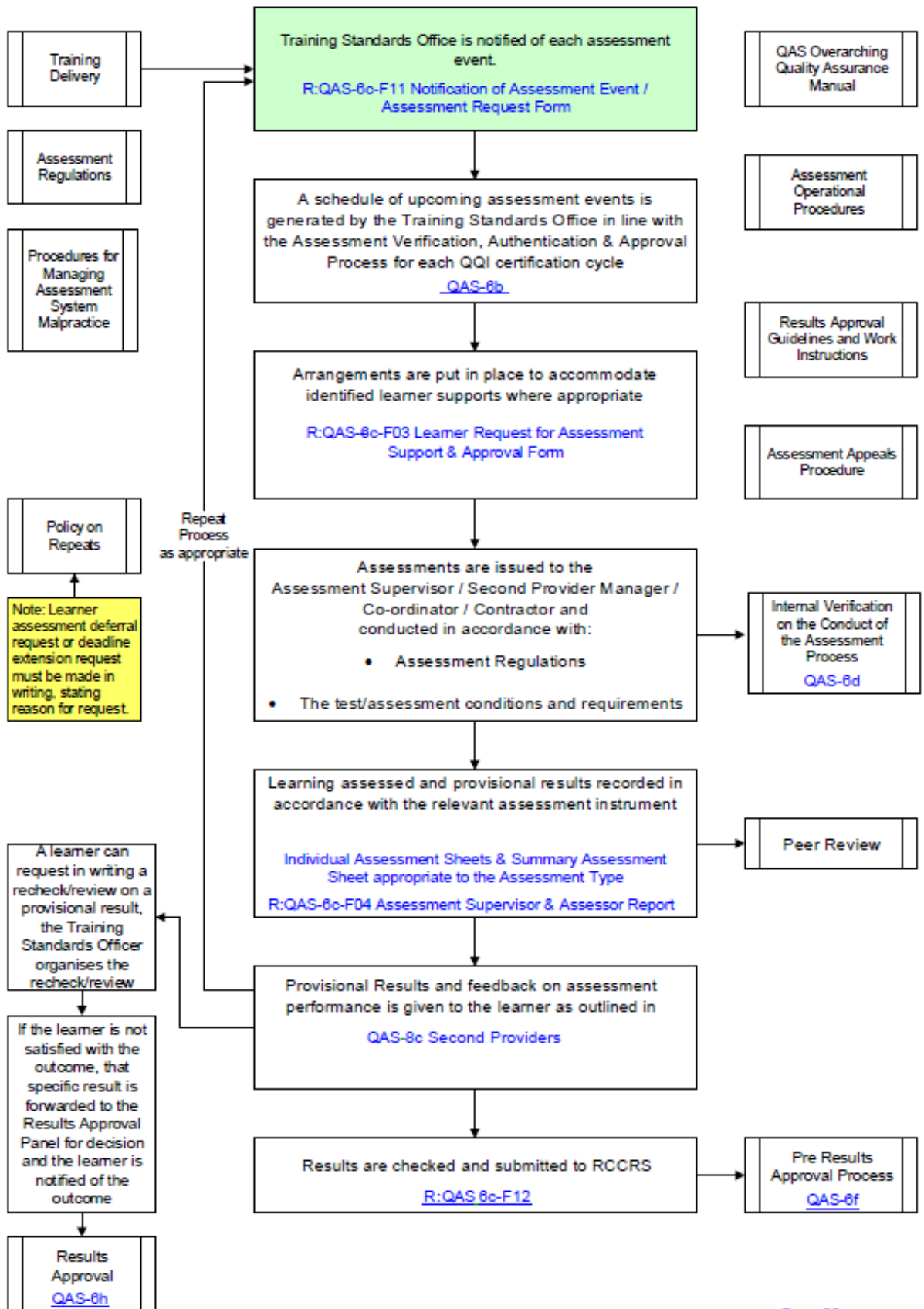
Quality Assurance System (QAS)

QAS-6b Assessment Verification, Authentication and Approval Calendar Process V1.1 [CT, Community, NT]



Quality Assurance System (QAS)

QAS-6c Assessment Process V1.1 [CT, Community, NT ]



Quality Assurance System (QAS)

[CT, Community, NT]

QAS-6d Internal Verification on the Conduct of the Assessment Process V1.1

Note: The sample is a minimum of one assessment event per CTC/JW Instructor / Tutor, STP Instructor /trainer, LTI Coordinator, Assistant Coordinator / Trainer per annum. For CT once per contract for verification of process.

Sample selected in line with the Assessment Verification, Authentication and Approval Process / Training Centre Plan / Annual Course Assessment Process and Results Plan as per QAS-6c for each QQI certification cycle.  
The 2<sup>nd</sup> Provider will ensure that over time all assessment types and arrangements are included in the sample.  
R: QAS-6c-F01a/b/c Annual Course Assessment Process and Result Plan

Note: The current sample requirements will remain for CT: one per contract organised by Contractor and one process verification conducted by TSO.

QAS Overarching Quality Assurance Manual and Assessment Operational Procedures

Select the assessment events to be verified, where appropriate

2<sup>nd</sup> Provider Identify the Process Verifier for each assessment event to be verified.

Inform all relevant staff as appropriate of the internal verification on the conduct of assessment schedule.

Assessment Regulations

Carry out the verification of the process  
R: QAS-6d-F01 Internal Verification Report on the Conduct of the Assessment Process

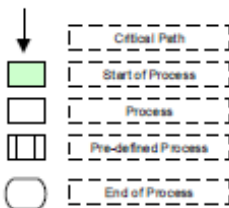
Assessments may be adjourned in the event of serious breach of procedures or H&S requirements

Procedures for Managing Assessment System Malpractice

The Internal Verifier acknowledges good practice and identifies any non-conformances / suggested improvements  
R: QAS-6d-F01 Internal Verification Report on the Conduct of the Assessment Process

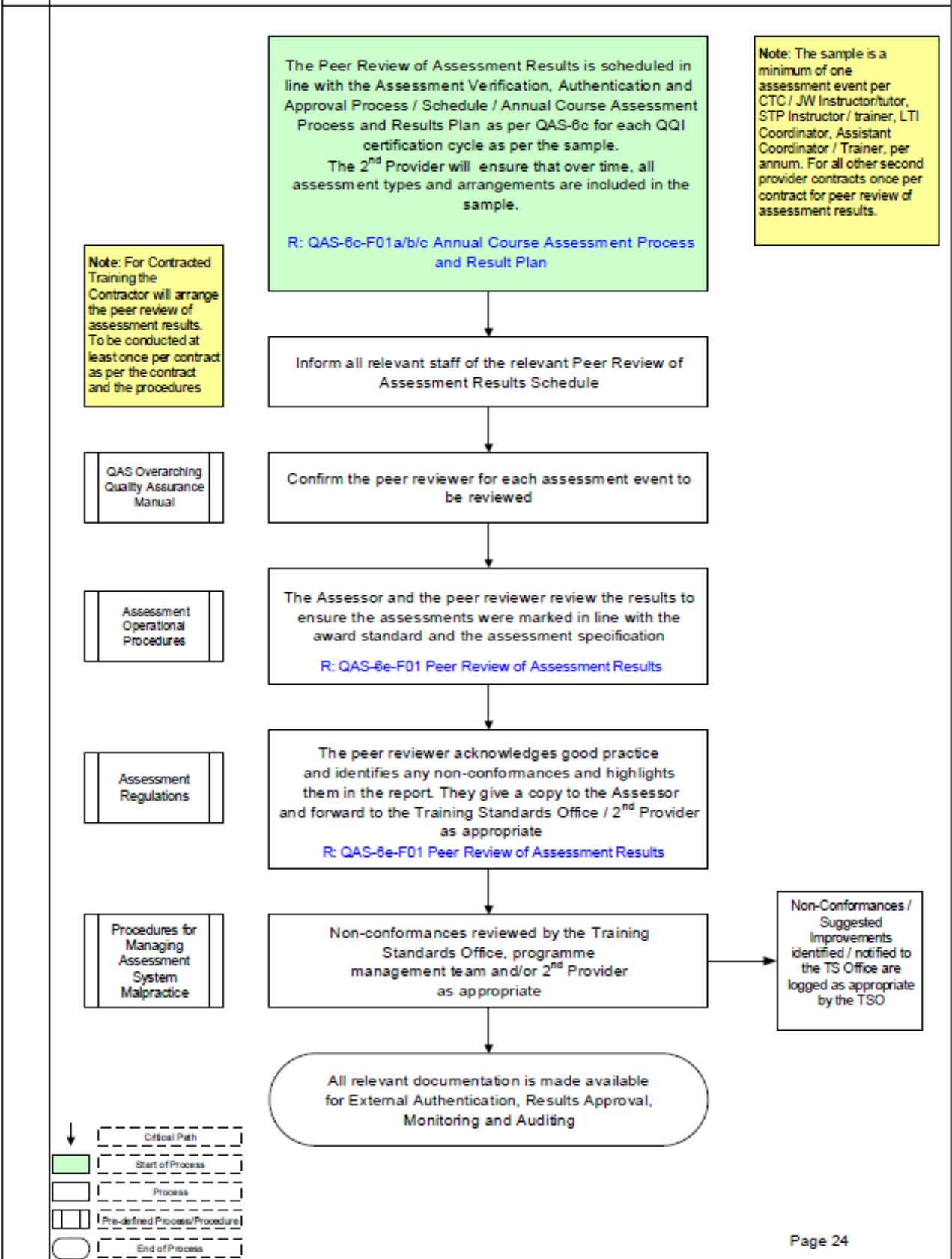
Non-Conformances / Suggested Improvements identified / notified to the TS Office are logged as appropriate by the TSO

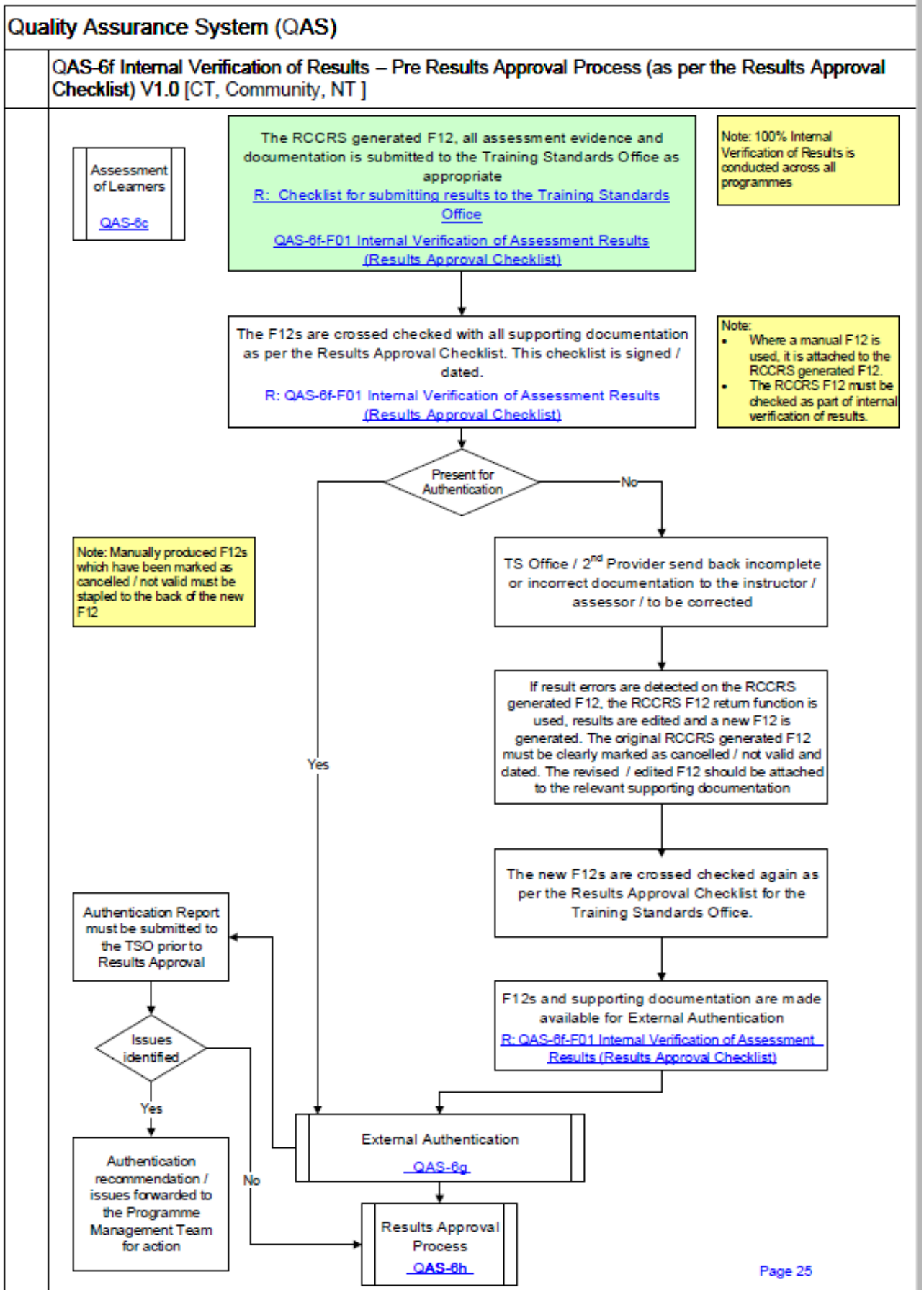
All relevant documentation is made available for External Authentication, Results Approval and Monitoring

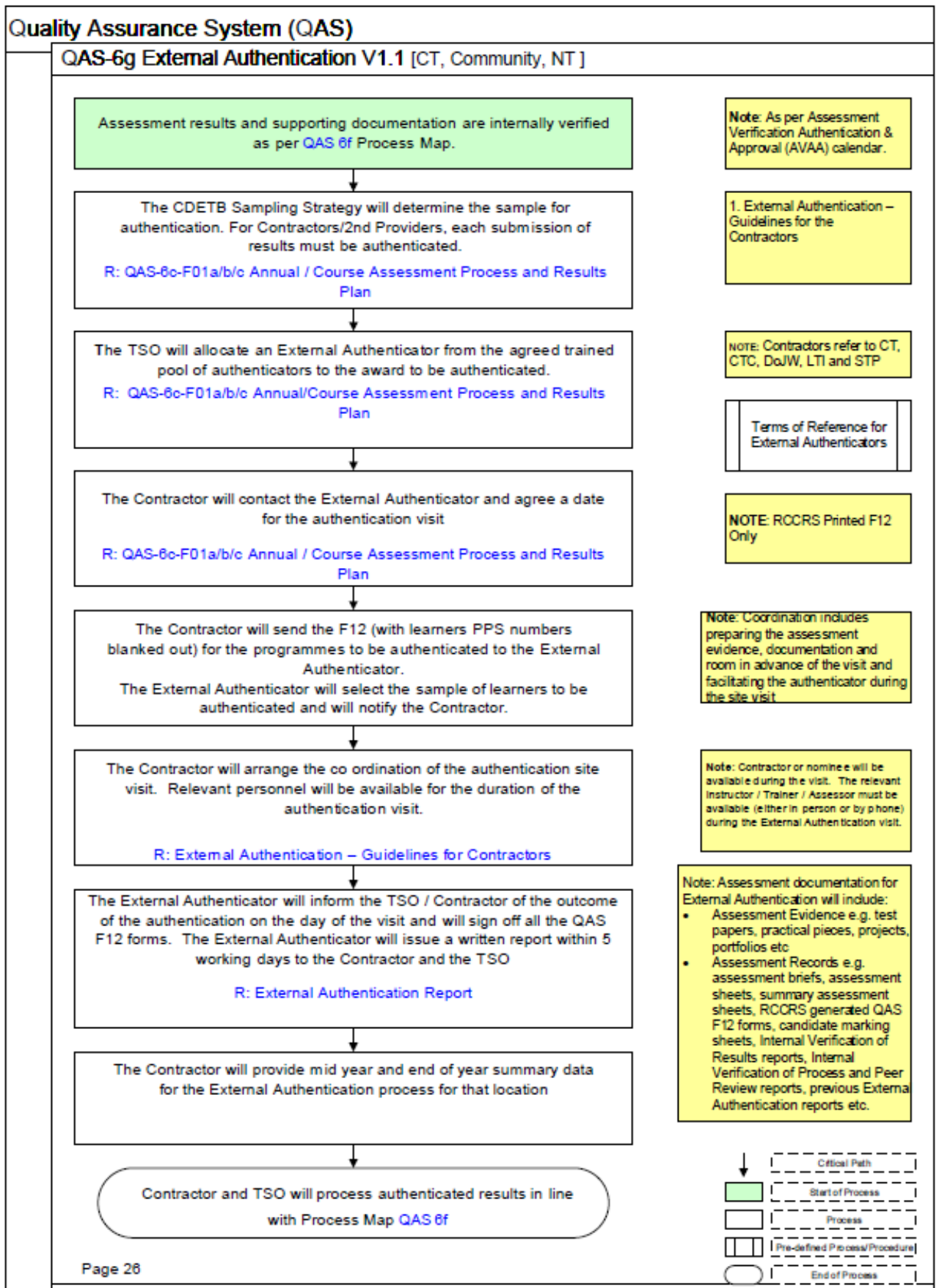


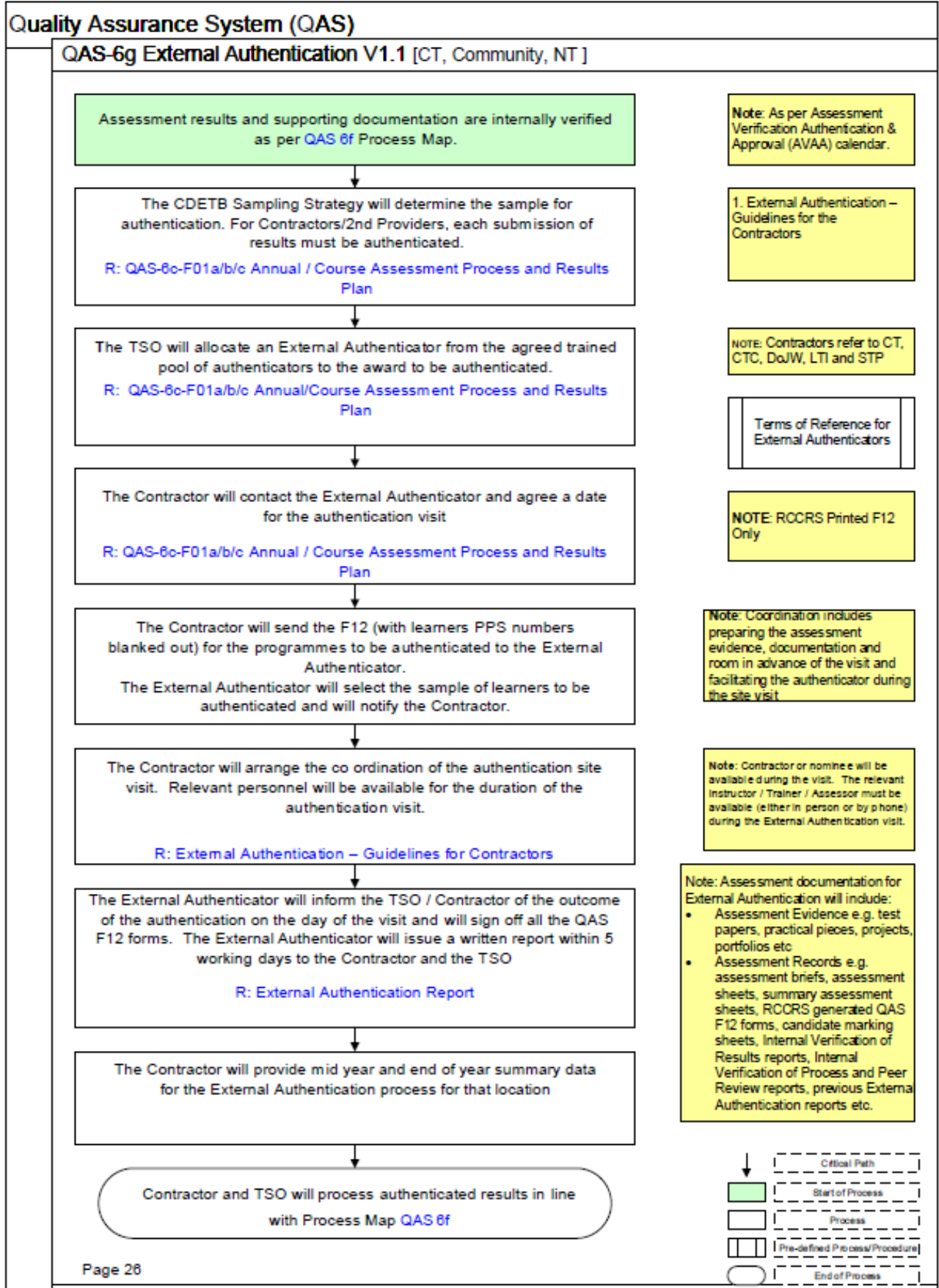
Quality Assurance System (QAS)

QAS-6e Peer Review of Assessment Results V1.1 [CT, Community, NT]

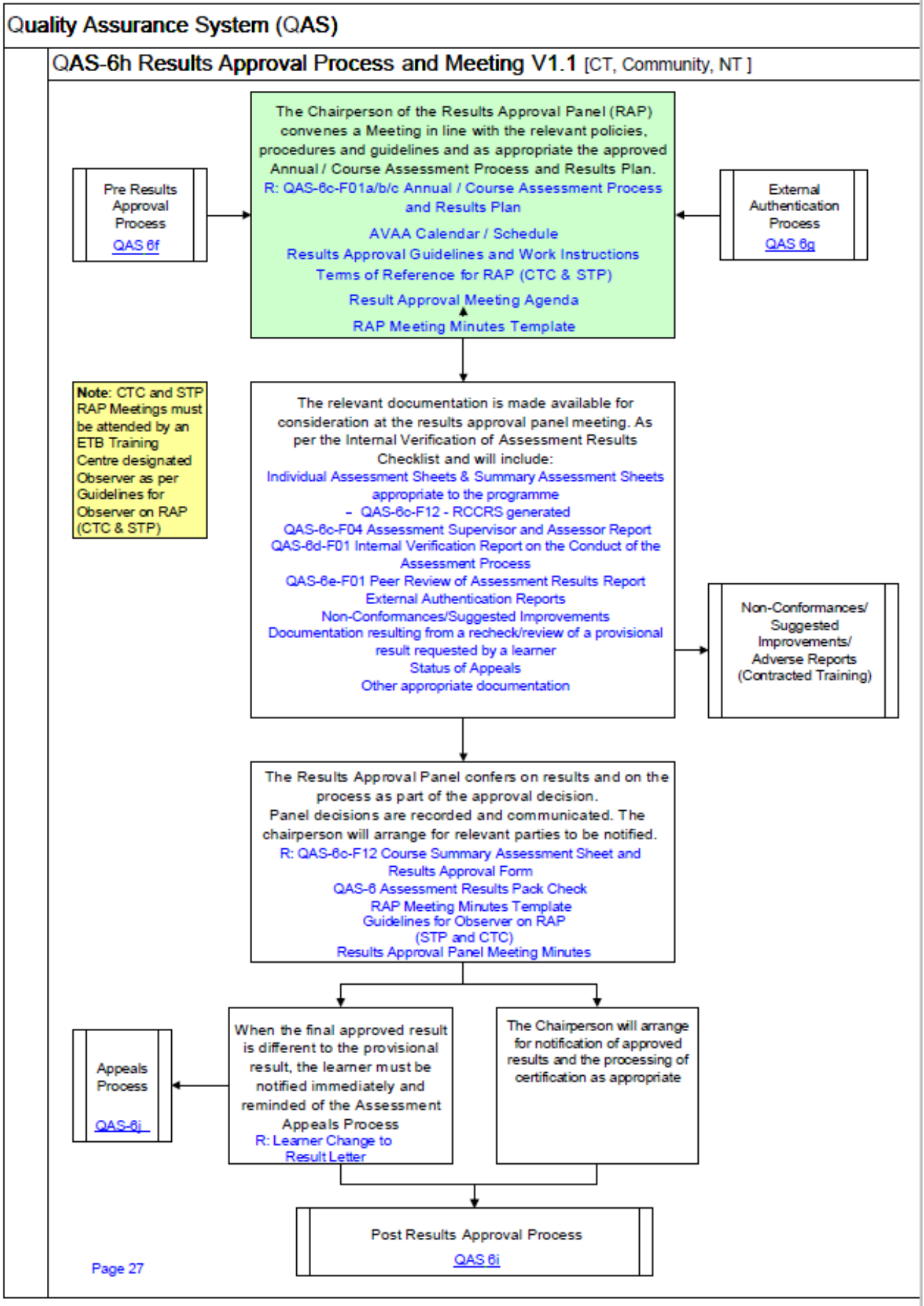






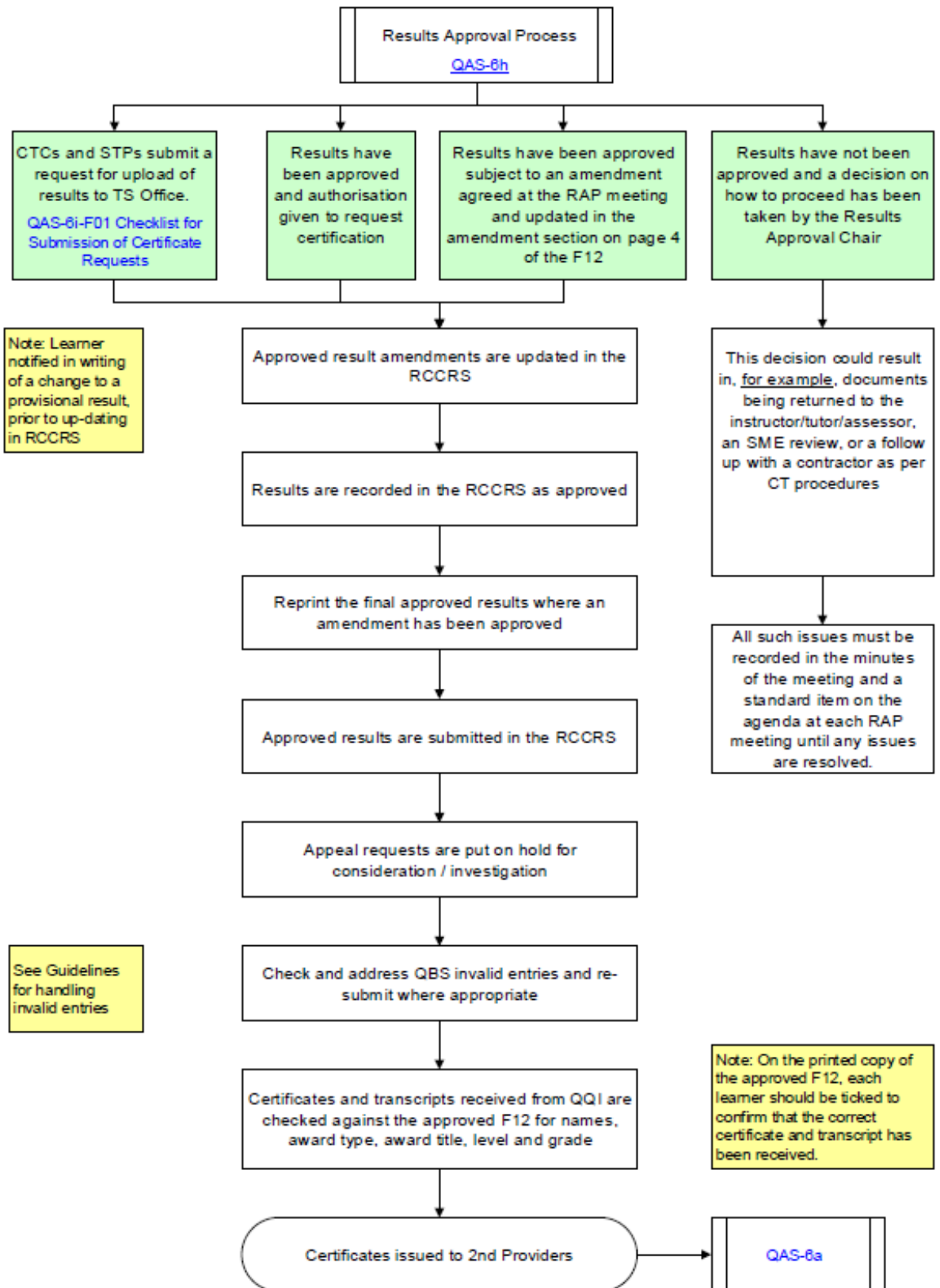






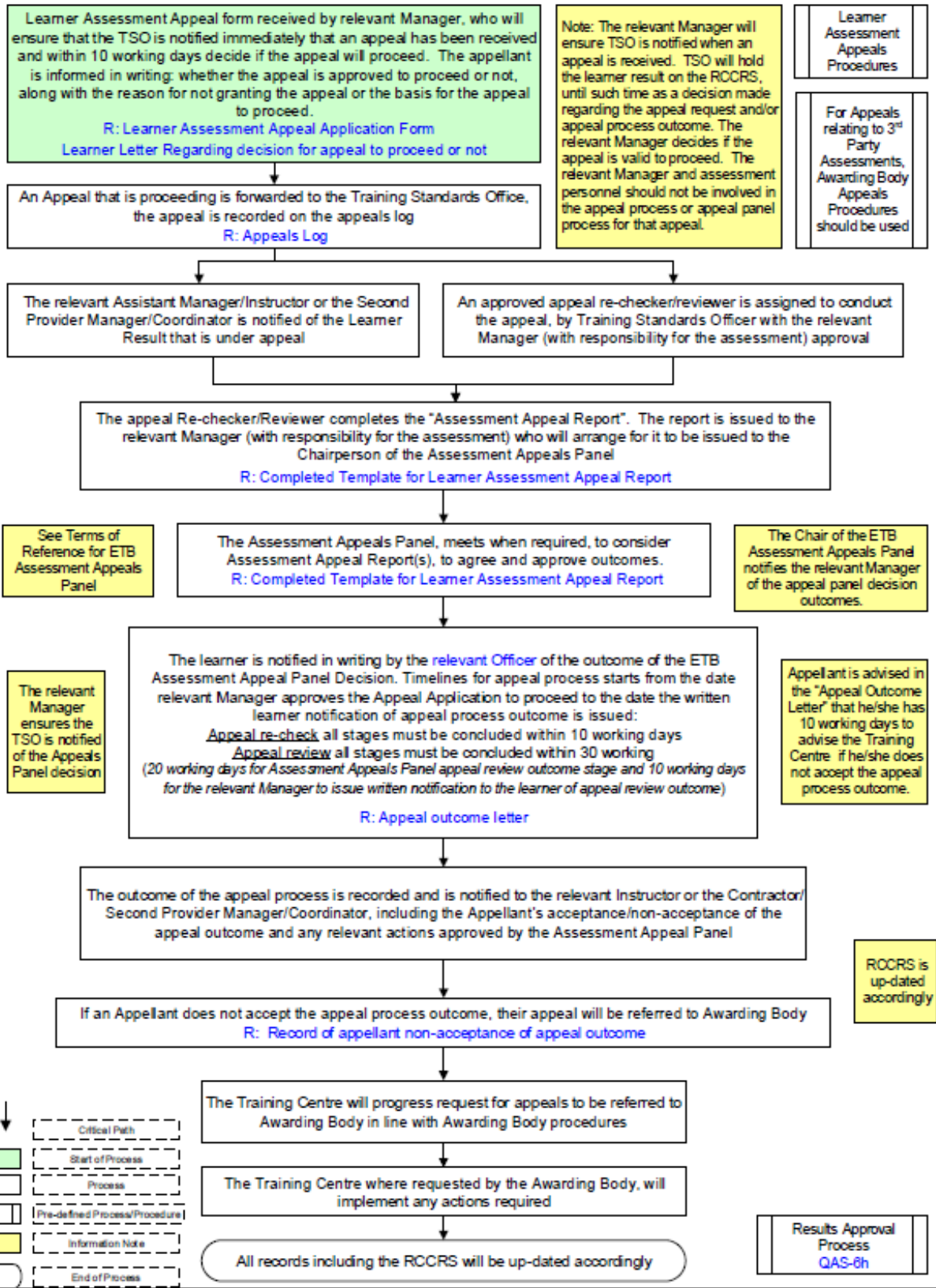
Quality Assurance System (QAS)

QAS-6i Post Results Approval Process V1.0 [CT, Community, NT ]



Quality Assurance System (QAS)

QAS-6j Learner Assessment Appeal Process V1.0 [CT, Community, NT]



Quality Assurance System (QAS)

QAS-6k Certification Audit Process V1.0 [CT, Community, NT ]

Certification Audits are conducted at local level in relation to Second Providers.

Certification Audit Plan and Schedule developed by TSO office in consultation with the relevant Manager in line with AVAA Calendar  
 R: QAS-6c-F01a/b/c Annual Course Assessment Process and Results Plan  
 E-Planner

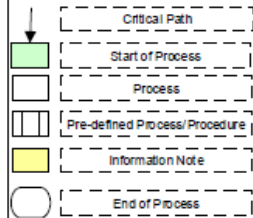
Certification audits conducted in relation to CTCs, STPs, LTIs, DoJWs, Contracted Training  
 R: Certification Audit Guidelines  
 QAS-6 Certification Audit Checklist  
 QAS-6 Certification Audit Agenda

Certification audit reports compiled by TSO office and reviewed and approved by relevant Manager.  
 R: 2<sup>nd</sup> Provider Certification Audit Report

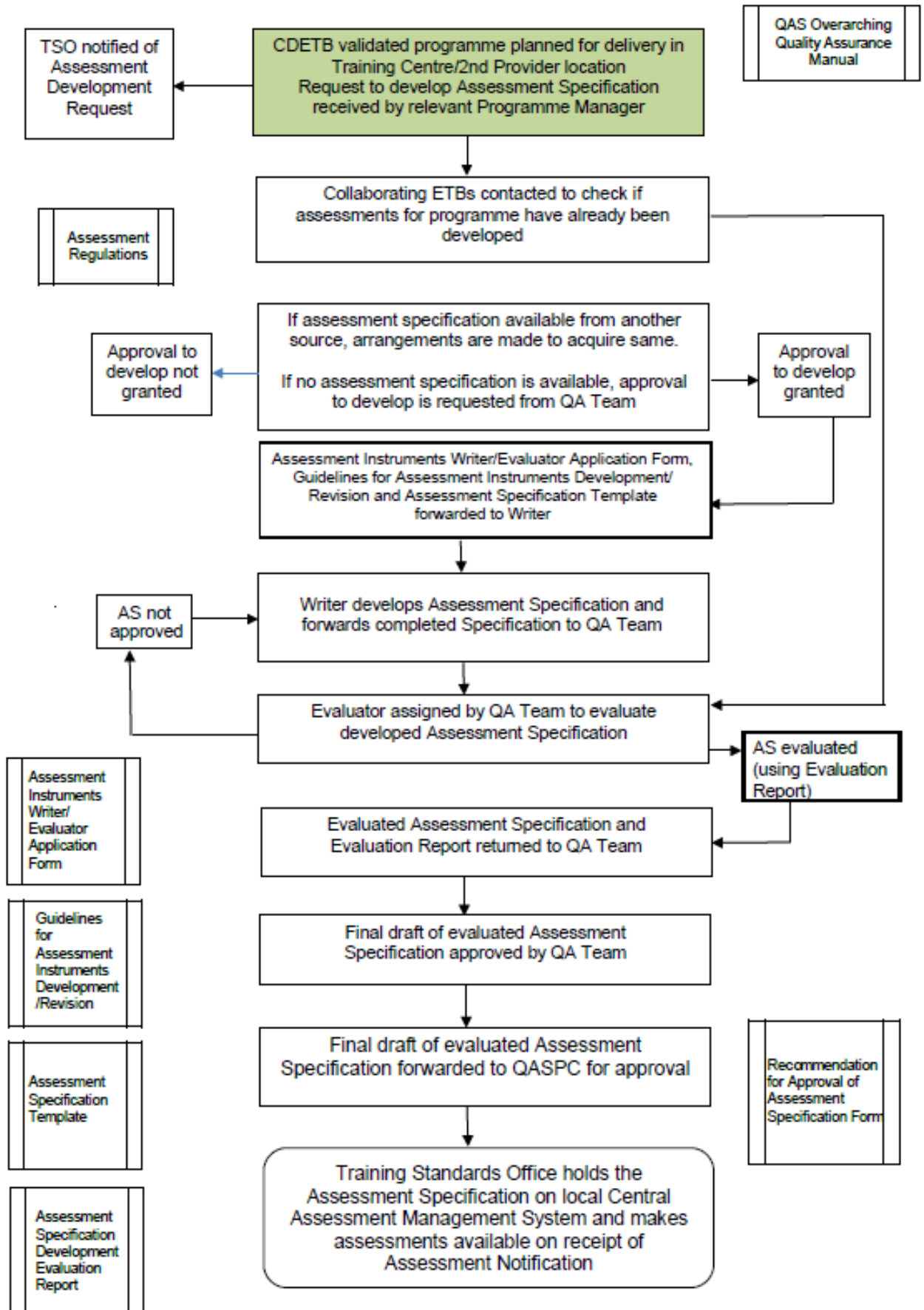
Certification Audit reports forwarded to Second Providers by Relevant Managers and made available to Results Approval Panel for review.  
 R: 2<sup>nd</sup> Provider Certification Audit Report

Issues identified and notified to the relevant Manager  
 R: Issues Log

Issues Followed Up and Resolved



QAS - 6I Development of New Assessment Specifications [ TC, Contract, Community, NT ]



## 6.9 Monitoring Evidence of Implementation

6.9.1 City of Dublin ETB training centre monitors the implementation of this Fair and Consistent

Assessment of Learners Policy

6.9.2 Evidence to confirm implementation of this Fair and Consistent Assessment of Learners policy and procedure will at a minimum, include:-

- Records of design validation process
- Quality Assurance Assessment Operating Procedures
- Certification data and statistics
- Internal Verification reports
- External Authentication reports
- Results Approval Panel Meeting reports
- Monitoring reports
- Certification Audit reports
- Review of assessment specification reports
- Assessment complaints records
- Quality Assurance System (QAS) Documents and Forms



## 7. Protection for Learners

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### Policy

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This City of Dublin ETB recognises the need for protection for learners in the event of the unexpected cessation of a training programme and has in place systems to protect learners.

#### 7.1 Purpose

7.1.1 The purpose of this policy is to ensure that learners are protected in the event of the unexpected cessation of any training programme provided, and/or organised and/or procured through this City of Dublin ETB

#### 7.2 Responsibilities

7.2.1 This City of Dublin ETB will manage the implementation of this policy

7.2.2 The City of Dublin ETB training centre is responsible for disseminating information on these arrangements to learners.

#### 7.3 Arrangements on the Unexpected Cessation of Programmes

7.3.1 This City of Dublin ETB has a written statement of arrangements in place for the protection of learners in accordance with section 45 of the Qualifications (Education and Training) Act 1999. This statement includes:-

- a) A statement that section 43 of the Qualifications ( Education and Training) Act does not apply
- b) An City of Dublin ETB commitment to protection for learners in the event of the unexpected cessation of any training programme
- c) Where arrangements are required they take cognisance of:-
  - I. Refund of fees
  - II. Learner transfer
  - III. Arrangements for non-fee paying learners



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## PROCEDURES – PROTECTION FOR LEARNERS

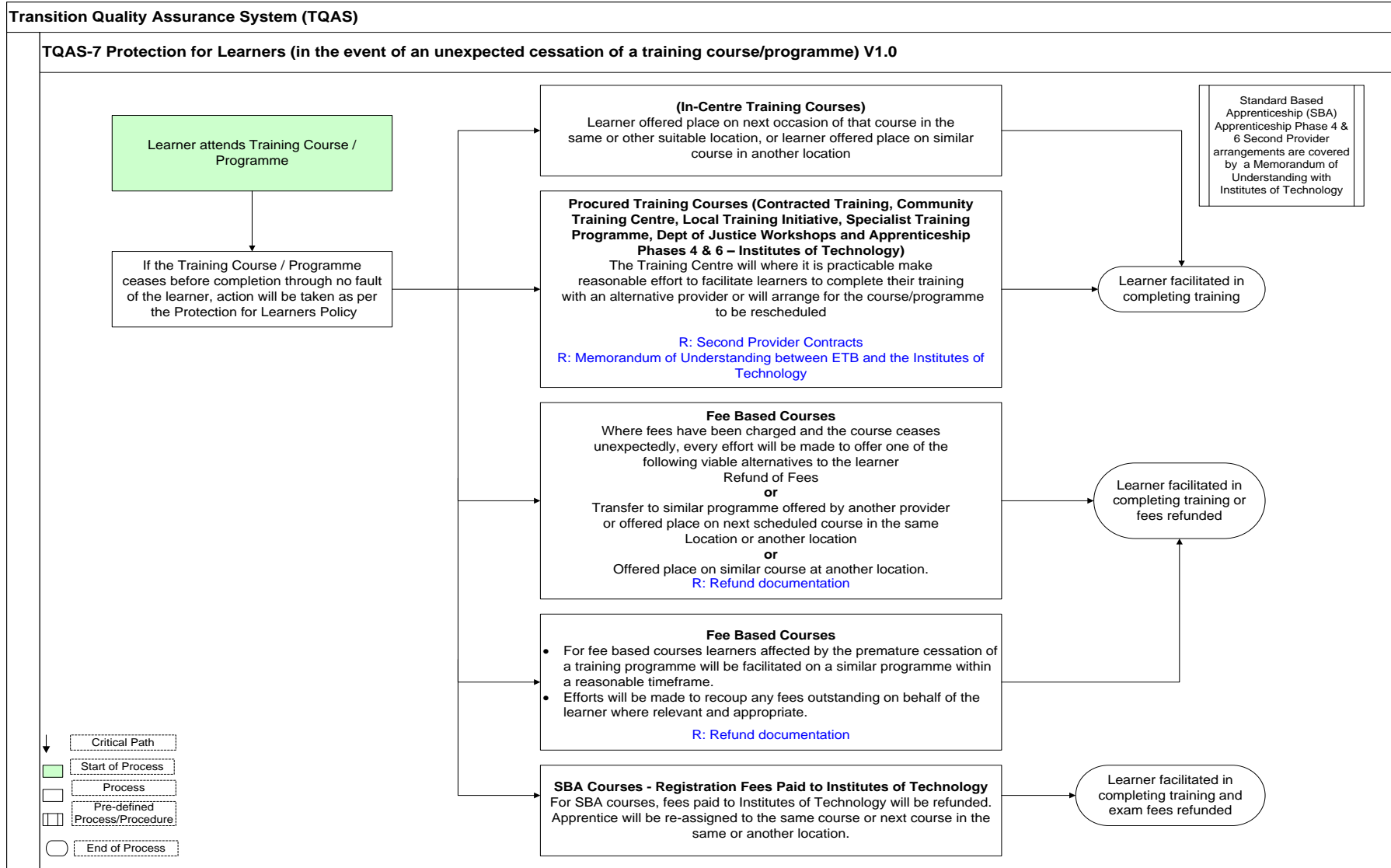
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Quality Assurance, Protection for Learners Procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

### **QAS – Section Seven Process Map**

- QAS–7 Protection for Learners

Statements of Arrangements relating to Protection for Learners, where appropriate, are available from this City of Dublin ETB



#### **7.4 Monitoring Evidence of Implementation**

- 7.4.1 This City of Dublin ETB Training Centre monitors the implementation of this Protection for Learners policy.
- 7.4.2 Evidence to confirm implementation of this CITY OF DUBLIN ETB Protection for Learners policy will at a minimum, include:-
- A statement of arrangements for Protection for Learners in programme information
  - Fee refund documentation, where it applies
  - Learner transfer documentation, in the event of the unexpected cessation of programmes
  - Quality Assurance System Documents and Forms

## 8. Procuring Programme Delivery Through Utilisation of Second Training Providers

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### Policy

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This City of Dublin ETB, as first provider, is committed to a consistent approach in working with second providers and assuring the quality of all organised and procured training programmes and related services.

#### 8.1 Purpose

8.1.1 The purpose of this policy is to ensure that this City of Dublin ETB and its second providers have clear agreement regarding their respective quality assurance roles and responsibilities.

#### 8.2 Responsibilities

8.2.1 This City of Dublin ETB and the training centre Manager manage the implementation of this Procuring Programme Delivery through utilisation of a Second Provider Policy.

#### 8.3 Selection of a Second Provider

8.3.1 City of Dublin ETB as appropriate select second providers who meet specific City of Dublin ETB training provision criteria as specified in the relevant procedures.

8.3.2 Selection criteria are regularly reviewed by this City of Dublin ETB to ensure compliance with the organisations quality assurance requirements.

#### 8.4 Statement of Arrangements/Contractual Agreement

8.4.1 This City of Dublin ETB ensures that quality assurance roles and responsibilities of the City of Dublin ETB as first provider and any second provider involved form part of an agreed written statement or contract.

8.4.2 Second providers provide evidence that their staff involved in providing City of Dublin ETB organised or procured training programmes and related services are assigned on the basis of capability to satisfy statements of arrangement/contract requirements

8.4.3 City of Dublin ETB statement of arrangements or contractual agreements incorporate the following:-

- a) Effective consultation has taken place between City of Dublin ETB, as first provider, and any second provider, in respect of the programme and their respective roles and responsibilities.
- b) Agreement has been reached on the implementation of quality assurance
- c) Clear communication, monitoring and reporting arrangements are in place.

8.4.4 This City of Dublin ETB ensures that relevant programme operational procedures are incorporated in second provider statements of arrangements/contract.

#### 8.5 Reporting Arrangements

8.5.1 Reporting requirements specify the following:-

- a) The contact person(s) in the City of Dublin ETB and the in the second provider
- b) The content, form and frequency of communication between the City of Dublin ETB and any second provider

8.5.2 The content of the second provider report advises the City of Dublin ETB about strengths and, identified areas for improvement and corrective actions taken in relation to the following:-

- a) Programme design and content
- b) Programme delivery
- c) Assessment and learning outcomes
- d) Related programme services and resources
- e) Attainment of programme objectives
- f) Learner and staff feedback

8.5.3 The City of Dublin ETB ensures that second provider report findings are made available for utilisation in programme reviews, monitoring and evaluation.

## **8.6 Monitoring Arrangements**

8.6.1 The City of Dublin ETB ensures that they specify and agree monitoring arrangements with any second provider re City of Dublin ETB monitoring.

8.6.2 Monitoring arrangements are in accordance with the City of Dublin ETB Quality Assurance approach to monitoring

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## PROCEDURES – PROCURING PROGRAMME DELIVERY THROUGH UTILISATION OF SECOND PROVIDERS

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Quality Assurance, Procuring Programme Delivery Through Utilisation of Second Providers Procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

### QAS – Section Eight Process Map

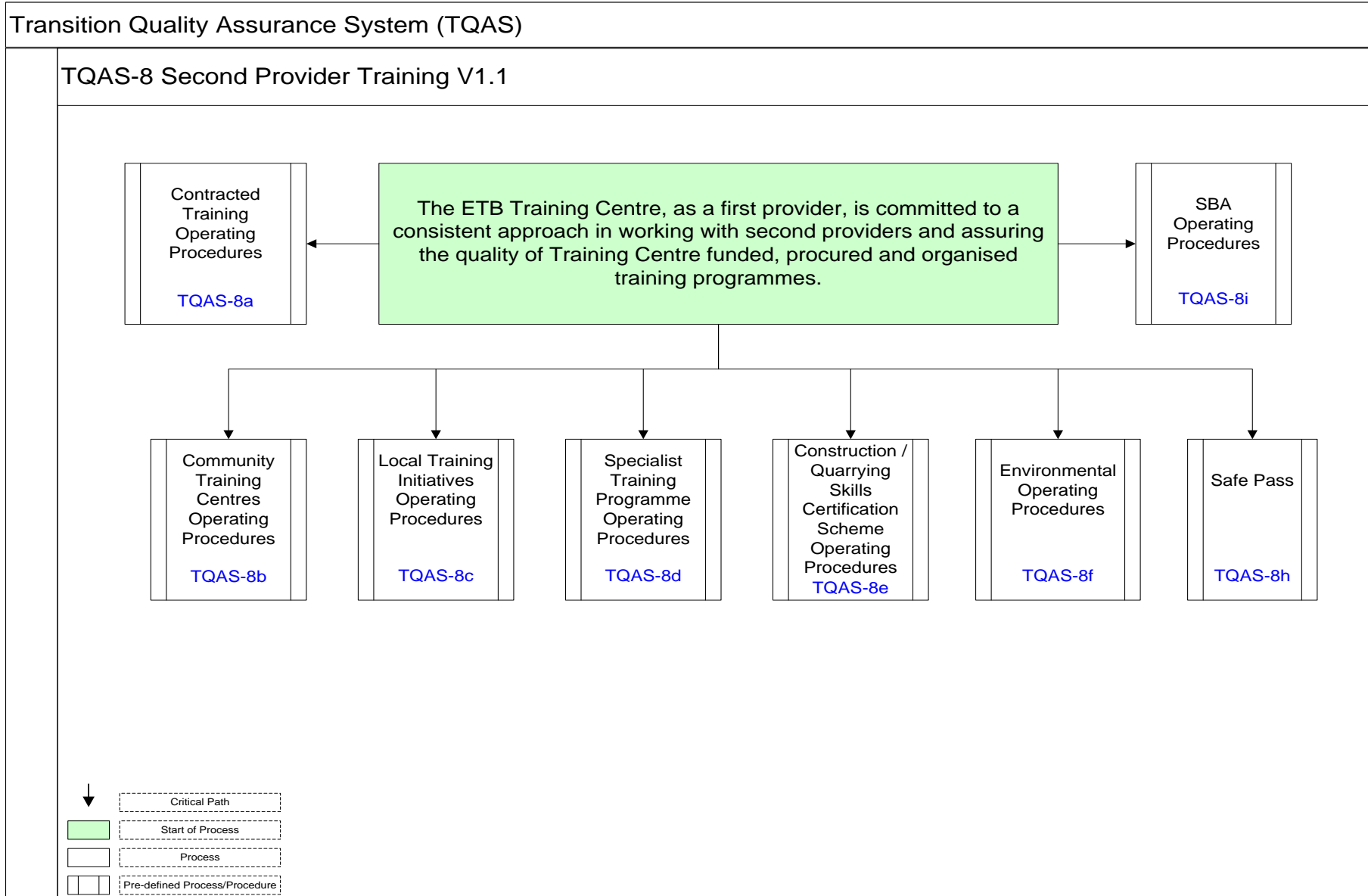
- QAS – 8 Procuring Programme Delivery Through Utilisation of Second Training Providers

Process maps related to individual 2<sup>nd</sup> providers are available on the QAS as follows:-

- 8a Contracted Training
- 8b Community Training Centres
- 8c Local Training Initiatives
- 8d Specialist Training Programmes
- 8e CSCS/QSCS
- 8f Environmental Training
- 8i Apprenticeship

City of Dublin ETB agreements with second providers range from a contractual agreement to a Memorandum of Understanding and programme procedures specific to the individual provider type.

An example of a contractual agreement is that which forms the basis of Contracted Training. In this instance, contracted training organisations registered through the Approved Trainer Organisation (ATO) process, deliver City of Dublin ETB funded training programmes either in the City of Dublin ETB training centre or in other locations. Other types of agreements relate to City of Dublin ETB training delivered in community based setting such as Specialist Training Providers i.e. Training Centres for People with disabilities and Community Training Centres.



## 8.7 Monitoring Evidence of Implementation

8.7.1 This City of Dublin ETB Training Centre monitors the implementation of this Procuring Programme Delivery through Utilisation of Second Training Providers policy.

8.7.2 Evidence to confirm implementation of this Procuring Programme Delivery Through Utilisation of Second Training Providers policy and procedure will at a minimum, include:-

- Statements of arrangements or contractual agreements
- Relevant correspondence and minutes of meetings with second providers
- Second provider reports
- Monitoring reports.
- Learner and staff feedback results
- Records of achievement of programme objectives, including certification and placement, where appropriate
- Monitoring improvement plan actions
- Quality Assurance System (QAS) Documents and Forms
- Second Provider Portal Documents and Forms



## 9 Monitoring

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### Policy

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This City of Dublin ETB recognises the importance of and is committed to maintaining Quality Assurance standards through a systematic approach to monitoring of its training programmes and related services. This process of monitoring leads to continuous improvement initiatives that contribute to maintaining programmes which address labour market requirements, social cohesion and economic competitiveness at a national, geographical, sectoral, organisational and individual level.

#### 9.1 Purpose

9.1.1 The purpose of this policy is to ensure that our training programmes and related services are monitored in accordance with our quality assurance monitoring policy.

#### 9.2 Responsibility

9.2.1 This City of Dublin ETB and the City of Dublin ETB training centre has responsibility to manage the implementation of this monitoring policy at a local level and to monitor the dissemination of information to prospective learners.

9.2.2 Monitoring procedures have been developed in keeping with the City of Dublin ETB approach to Quality Assurance monitoring

9.2.3 This City of Dublin ETB training centre has particular responsibility to monitor the dissemination of information to prospective learners.

#### 9.3 Quality Assurance Monitoring System

9.3.1 This City of Dublin ETB and the City of Dublin ETB training centre integrate monitoring of Awards Councils' requirements with existing internal quality management systems, where relevant.

9.3.2 Quality assurance monitoring applies to the following Awards Councils' requirements

- I. Communications
- II. Equality
- III. Staff Recruitment and Development
- IV. Access, Transfer and Progression
- V. Programme Development Delivery and Review
- VI. Fair And Consistent Assessment of Learners
- VII. Protection for Learners
- VIII. Procuring Programme Delivery Through Utilisation of Second Providers
- IX. Evaluation of programmes and Services

9.3.3 For programmes that are validated, this City of Dublin ETB is required to ensure that monitoring systems are structured to measure the following:-

- a) The on-going validity of a training programme, in the context of developing knowledge in the discipline and practice.
- b) The extent to which the programme outcomes are being attained by learners

- c) The appropriateness of the curriculum and assessment in relation to learning outcomes.

**9.4 Monitoring Plan and Monitoring Report**

- 9.4.1 The City of Dublin ETB training centre develops monitoring plans to schedule activity and produce a report(s) to record monitoring findings.

**9.5 Development and Implementation of Improvement Plans**

- 9.5.1 This City of Dublin ETB and the City of Dublin ETB training centre develop and implement continuous improvement and preventative and corrective processes in accordance with the City of Dublin ETB approach to quality assurance monitoring.

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## PROCEDURES – INTERNAL MONITORING

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As indicated in the CITY OF DUBLIN ETB Monitoring policy and the CITY OF DUBLIN ETB approach to Quality Assurance monitoring underpins the organisation's monitoring procedures and activity.

This monitoring framework is described in the document called - 'QUALITY ASSURANCE MONITORING FRAMEWORK (FOR PROVIDED, ORGANISED AND PROCURED TRAINING PROGRAMMES AND RELATED SERVICES) 2006'. (see QAS Section 9 Internal Monitoring, Documents)

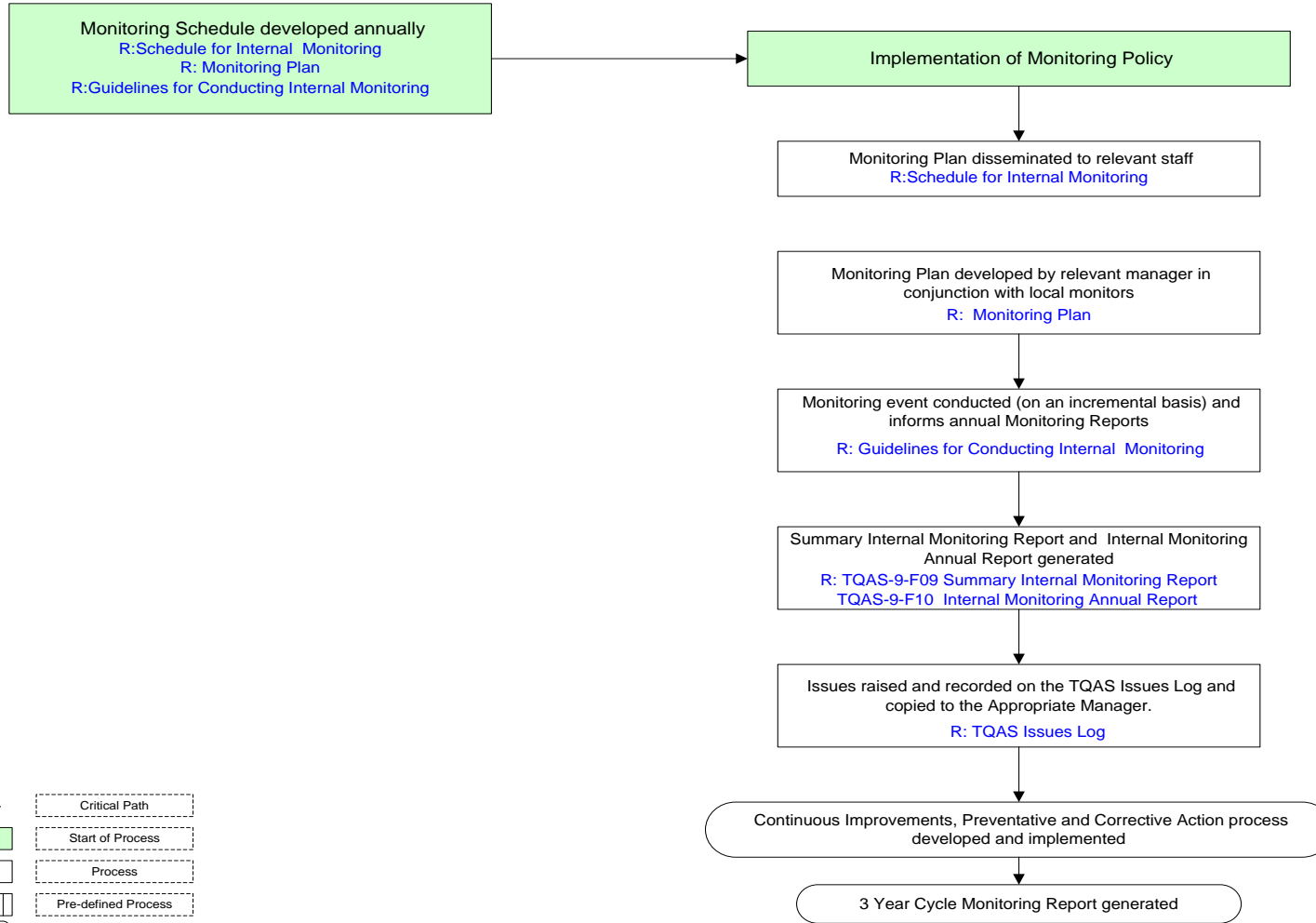
Quality Assurance, monitoring procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

### **QAS Section Nine Process Maps**

- QAS-9 Internal Monitoring

Transition Quality Assurance System (TQAS)

TQAS-9 Internal Monitoring of the Transition Quality Assurance System V1.1



## **9.6 Monitoring Evidence of Implementation**

9.6.1 THIS CITY OF DUBLIN ETB monitors the implementation of this Monitoring policy.

9.6.2 Evidence to confirm implementation of the CITY OF DUBLIN ETB Monitoring Policy and procedure will at a minimum, include:

- Monitoring schedules and plans
- Monitoring reports:- Internal and second provider monitoring reports
- CITY OF DUBLIN ETB Quality Assurance Monitoring Approach document.
- Programme corrective, preventative and improvement actions
- Learner, staff and other stakeholder feedback results.
- Quality Assurance System (QAS) Documents and Forms

## 10. Self-Evaluation of Programmes and Services

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### POLICY

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This City of Dublin ETB is committed to the on-going evaluation of its programmes and services to ensure continued relevance of each training programme and related services to stakeholders and to facilitate continuous improvement.

#### 10.1 Purpose

10.1.1 The purpose of this policy is to ensure the continued relevance and effectiveness of City of Dublin ETB programmes and related services to address labour market requirements, social cohesion and economic competitiveness at a national, geographical, sectoral, organisational and individual level.

#### 10.2 Responsibilities

10.2.1 The City of Dublin ETB Management is responsible for evaluation of programmes and related services and oversees the implementation of the City of Dublin ETB evaluation process.

10.2.2 City of Dublin ETB *Quality Assurance Operational Procedures for Evaluation of Programmes and Services* (or approved City of Dublin ETB procedure) support the Quality Assurance evaluation process.

10.2.3 This City of Dublin ETB manages the implementation of this Evaluation of Programmes and Services policy.

#### 10.3 Programme Evaluation Range and Schedule

10.3.1 This City of Dublin ETB establishes an annual schedule for the evaluation of training programmes and related services.

#### 10.4 Programme Self Evaluation

10.4.1 Quality assurance self-evaluation is a formal and structured process, undertaken by this City of Dublin ETB, in consultation with relevant stakeholders, which include programme staff and learners directly involved in a programme.

10.4.2 This City of Dublin ETB takes part in self-evaluation of its training programmes and related services.

10.4.3 This City of Dublin ETB carries out evaluation of training programmes and related services in a formal, inclusive and evidence-based way and:-

- a) Include the findings of all programme reviews and monitoring
- b) Include evaluation contributions from learners, staff and other key stakeholders
- c) Use a standardised quality assurance self-evaluation checklist to ensure that the relevant policy and procedure is being implemented
- d) Involve an External Evaluator for City of Dublin ETB programmes leading to a QQI award. This External Evaluator is independent of programme delivery and capable of comparing the quality of the programme being evaluated with that of similar programmes available elsewhere
- e) Produce a standardised Programme Self Evaluation Report which identifies strengths, areas for improvement and recommendations in relation to:-
  - i) Programme design and content
  - ii) Programme delivery
  - iii) Assessment of learning
  - iv) Associated services and resources
  - v) Attainment of programme objectives
- f) Produce a standardised Programme Improvement Plan based on recommendations from the Self Evaluation Report and which specifies the following:
  - i) Identification of improvement actions agreed
  - ii) Responsibilities for improvement actions required
  - iii) Agreed timeframe for implementation of improvement actions
  - iv) Implementation of improvement actions
- g) Submit the Programme Self Evaluation Report and the Programme Improvement Plan to the relevant officer for consideration and approval

10.4.4 This City of Dublin ETB submits an internal evaluation report to QQI

10.4.5 This City of Dublin ETB considers, responds to and implements, as appropriate, Awards Councils' recommendations for improvement, if any.

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## PROCEDURES – SELF-EVALUATION OF PROGRAMMES AND SERVICES

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The CITY OF DUBLIN ETB QUALITY ASSURANCE OPERATIONAL PROCEDURES FOR EVALUATION OF PROGRAMMES AND SERVICES' were developed through an internal consultative process, and draw on systems, structures, processes and procedures that are already in place and/or planned in this City of Dublin ETB [details of the City of Dublin ETB approved City of Dublin ETB procedure](#)). They take a pragmatic approach that aims to be cost and human resource effective. They have been developed to support this CITY OF DUBLIN ETB in ensuring the continued relevance and effectiveness of its programmes and services in relation to labour market needs.

They provide the basis for this City of Dublin ETB to implement the CITY OF DUBLIN ETB Quality Assurance Policy regarding Evaluation of Programmes and Services and to improve training practice. This helps to ensure organisational consistency while allowing the flexibility to take relevant issues such as range and nature of different programmes – into account in the design and implementation of evaluations.

They address areas such as:-

- The evaluation process
- Range of evaluations
- Roles and responsibilities
- City of Dublin ETB evaluation principles
- City of Dublin ETB evaluation methodology.

These procedures are subject to an on-going consultation process.

Quality Assurance, procedures are available in this Overarching Quality Assurance Manual and on the Intranet /Quality AssuranceSystem (QAS) as follows:-

### **QAS Section 10 Process Maps**

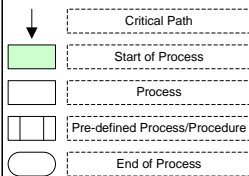
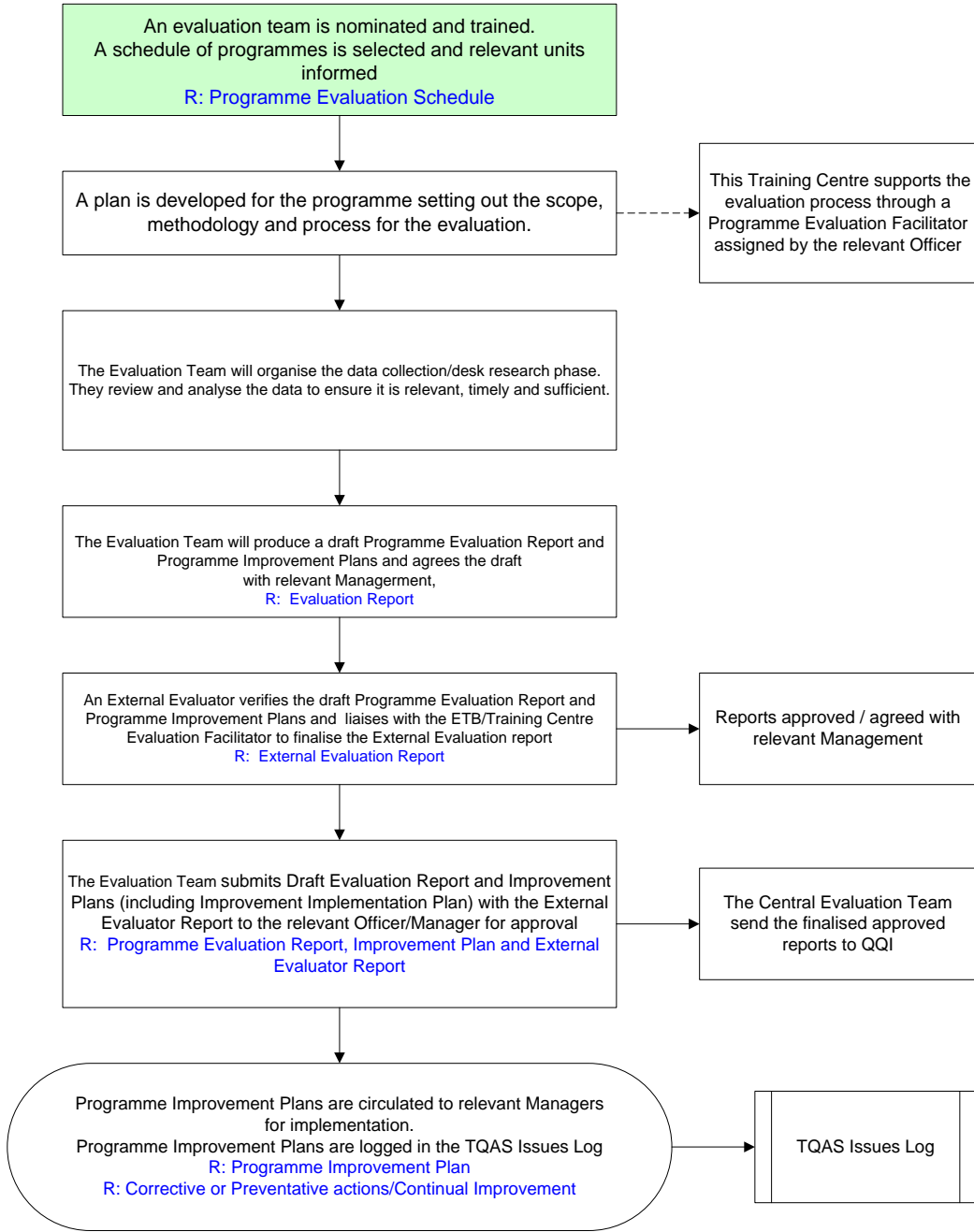
- QAS-10 Programme Evaluation

Additional information is also contained in the CITY OF DUBLIN ETB Quality Assurance Operational Procedures for Evaluation of Programmes and Services leading to QQI awards located on QAS Section 10 Programme Evaluation, Documents



Transition Quality Assurance System (TQAS)

TQAS-10 Programme Evaluation Process V1.1



## **10.5 Monitoring Evidence of Implementation**

10.5.1 This City of Dublin ETB monitors the implementation of this Evaluation of Programmes and Services policy.

10.5.2 Evidence to confirm implementation of this Evaluation of Programmes and Services policy and procedure will at a minimum, include:-

- Self- evaluation reports
- External evaluation reports
- City of Dublin ETB programme evaluation improvement plans
- Evidence of implementation of the improvement plans