

**CITY OF LIMERICK VEC  
ADULT EDUCATION SERVICE**

**QUALITY ASSURANCE  
SYSTEM**

**JANUARY 2006**

# Introduction

This application to become a Quality Assured Provider is made by City of Limerick VEC in respect of its Adult Education Service. It applies to the following Learning Programmes:

- Back to Education Initiative (BTEI)
- Vocational Training Opportunities Scheme (VTOS)
- Youthreach
- Limerick Prison Education Centre
- Adult Learners Support Service (ALSS [Literacy Service])

The CLVEC Quality Assurance System was developed through an intensive consultative process, which was initiated in February 2005. It was led by the AEO and the Adult Education Service Development Team. The key steps to this process were:

1. Introductory briefing meetings with Adult Education Service Management Team on QAS process.
2. Preliminary audit of existing policies and procedures in place, through baseline questionnaire.
3. Establishment of 3 cross-programmes working groups (staff representatives from each learning programmes), each of which focused on 2/3 policy areas - drafting relevant policy Statements, and procedures.
4. Review of process, draft statements, methods and evidence with AEO and Development Team.
5. Staff Consultation at programme level on all the draft QAS.
6. Feedback through use of various media for comments (email, staff meetings, StaffZone/Extranet)
7. Circulation of final draft to Management Team for comments.
8. Circulation of document to the CEO and AEO for comments.
9. Circulation of document to the CLVEC Adult Education Board for approval.
10. Circulation of document for adoption by CLVEC Committee.

The Quality Assurance Working Groups have used the guidelines provided by FETAC to develop the CLVEC Quality Assurance System. However, some minor changes were made to the format suggested by FETAC as a result of views expressed through various consultations, and in line with organizational needs.

For instance, under Assessment of Learners, the suggested FETAC procedures have been grouped under key headings: Planning and Administration of Assessment, Learner Centered Assessment, and Quality and Integrity of Assessment process. In addition, two new Policy Areas were added: Health and Safety and ICT.

The policies and procedures included in the CLVEC QA System apply across all the Learning programmes, irrespective of their location, duration and timing.

For the purpose of external evaluation, it is proposed that each location will be able to provide at least two or more pieces of evidence per procedural area.

There are clear structures and systems in place to monitor the implementation of the CLVEC Quality Assurance system: The Adult Education Service Development/Management Team, which comprises the AEO, Coordinators of the Adult Education Service Programmes and Support Services, as well as the Development Team will steer and oversee the implementation of the Quality Assurance System. A Quality Assurance Sub-group of the Management Team will monitor the implementation and report to the Management Team. At the level of each Learning Programme, a Quality Assurance role will be assigned to a staff member in each location (including Head Office) to act as a liaison person with the QA Subgroup. These members of staff will be supported by the Research and Evaluation Officer to ensure consistency of methods used to monitor and record implementation of policies and procedures.

This Quality Assurance System applies to the CLVEC locations listed below. However, the Policy Statements have been agreed at the entire VEC level, including Limerick Senior College (PLC). These statements will be used in a separate application to be submitted by the Limerick Senior College.

### **LOCATIONS INCLUDED IN THIS APPLICATION**

#### **Adult Learner Support Service (Literacy)**

- 40927K

#### **Back To Education Initiative**

- 40008Q

#### **Prison Education**

- 40457W

*(Given the specific context of Prison Education, some of the procedures highlighted in the system cannot apply to the programme. However, Prison Education Management and Staff are fully involved in the CLVEC commitment to quality assurance.)*

#### **Vocational Training Opportunities Scheme (VTOS)**

- 40008Q

#### **Youthreach**

- 40467C

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**Policy Area:  
1. COMMUNICATIONS**

**Policy Statement**

*City of Limerick VEC believes that Communication is about building and strengthening relationships between staff, learners, the general public and other partner organisations.*

*Good communication between these groups promotes teamwork, and is essential if Adult and Further Education in Limerick City is to grow to its full potential.*

*CLVEC is committed to putting in place systems that:*

- promote the sharing of information, knowledge and best practices,*
- actively listen to all parties and*
- use feedback to shape the programmes and services we provide.*

**CLVEC PROCEDURAL AREAS**

**FETAC Reference**

**1.1 Communication with Learners:**

1.1.1 Learner induction

1.1.2 Ongoing communication

*Communication with Learners*

**1.2 Communication with Staff**

1.2.1 Staff Induction

1.2.2 Ongoing Communication

*Communication with Staff*

**1.3 Communication with other stakeholders**

*Communication with other stakeholders*

**Procedural Area:****1.1 COMMUNICATION WITH LEARNERS****1.1.1 LEARNER INDUCTION****Purpose:**

The purpose of CLVEC Learner Induction procedures is to provide new learners with all the essential information they need to make them feel welcome and comfortable in the learning environment, while also orientating them to their new learning experience.

Staff Involved: Frontline/Reception staff, Learners, Programme Coordinators, Tutors, Administrative Staff, Guidance Service staff.

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Welcome/ Initial Contact systems	<ul style="list-style-type: none"> <li>• Frontline/ Reception staff,</li> <li>• Learners</li> </ul>	<ul style="list-style-type: none"> <li>• Interview Sheet</li> <li>• Meet and greet system</li> <li>• Letter of acceptance</li> </ul>
Information about entry arrangements	<ul style="list-style-type: none"> <li>• Programme Coordinators,</li> <li>• Admin Staff.</li> <li>• Guidance Counsellors.</li> <li>• Tutors .</li> </ul>	<ul style="list-style-type: none"> <li>• Timetable</li> <li>• Course Content Outline</li> <li>• Learner Handbook</li> </ul>
Learner Induction materials	<ul style="list-style-type: none"> <li>• Prog. coordinators,</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Learner Induction pack/folder,</li> <li>• Codes of conduct/contracts,</li> <li>• Learner feedback sheet on induction</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area:

### 1.1 COMMUNICATION WITH LEARNERS

#### 1.1.2 TWO-WAY COMMUNICATION

##### Purpose:

The purpose of CLVEC Two-way Communication procedures is to provide information to potential and existing learners on an ongoing basis, while also capturing feedback that can be used to improve provision.

Staff Involved: Programme Coordinators, Tutors and Guidance Counsellors, Information Officer, Admin Staff

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Information Provision	<ul style="list-style-type: none"><li>• Programme Coordinators.</li><li>• Guidance Counsellors.</li><li>• Tutors.</li><li>• Information Officer</li></ul>	<ul style="list-style-type: none"><li>• Annual Adult Ed. Directory</li><li>• Listing of updated Courses on website</li><li>• Programme Leaflets</li><li>• Open Days/Exhibitions</li><li>• Information/PR staff role</li><li>• Newspaper Advertising</li></ul>
Guidance supports	<ul style="list-style-type: none"><li>• Guidance Counsellors.</li><li>• Information Officer.</li><li>• Tutors</li></ul>	<ul style="list-style-type: none"><li>• Status sheet</li><li>• Guidance diary</li><li>• Schedule of visits to information Suite</li><li>• Timetable</li><li>• Learner feedback reports</li></ul>
Ongoing correspondence with learners	<ul style="list-style-type: none"><li>• Admin Staff</li><li>• Coordinators</li><li>• Tutors</li></ul>	<ul style="list-style-type: none"><li>• Letters</li><li>• Leaflets</li></ul>
Learner consultations/feedback	<ul style="list-style-type: none"><li>• Tutors</li><li>• Development Team</li></ul>	<ul style="list-style-type: none"><li>• Course evaluation sheets</li><li>• Exit interviews Schedule</li><li>• Focus groups Notes</li><li>• Questionnaires</li></ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence



**Procedural Area:**

**1.2 COMMUNICATION WITH STAFF**

**1.2.1 STAFF INDUCTION**

**Purpose:**

**The purpose of CLVEC Staff Induction procedures is to welcome new staff into the organization and orientate them in their new roles.**

**Staff Involved:** Administrative staff, Programme Coordinators, Development Team, Key programme staff.

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Induction materials	<ul style="list-style-type: none"><li>• Administrative staff</li><li>• Programme Coordinators</li><li>• Development Team</li></ul>	<ul style="list-style-type: none"><li>• Programme Induction Pack</li><li>• Organisation/Service Induction Pack</li><li>• StaffZone (Extranet)</li><li>• CLVEC Code of Ethics for Staff and Members</li></ul>
Induction programme	<ul style="list-style-type: none"><li>• Prog Coordinators</li><li>• Key programme staff</li><li>• Development Team</li></ul>	<ul style="list-style-type: none"><li>• Induction Plan</li><li>• Schedule for Induction Sessions</li><li>• Evaluation sheets</li></ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Procedural Area:****1.2 COMMUNICATION WITH STAFF****1.2.2 TWO-WAY COMMUNICATION****Purpose:**

The purpose of CLVEC Two-way procedures is to provide information to keep staff up to date with relevant information on an ongoing basis, while also capturing their feedback and promoting collaborative ways of working.

**Staff Involved:** Programme Coordinators, All Staff, Development Team

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Staff meetings	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Agenda and minutes of meetings</li> </ul>
Team-working	<ul style="list-style-type: none"> <li>• All staff</li> </ul>	<ul style="list-style-type: none"> <li>• Peer support mechanisms</li> <li>• Progress forms between tutors</li> <li>• Notes of meetings</li> </ul>
Use of ICT to communicate/update staff and share resources	SEE ICT POLICY	<ul style="list-style-type: none"> <li>• Correspondence</li> <li>• Website,</li> <li>• Newsletters</li> <li>• Noticeboards</li> <li>• StaffZone</li> <li>• Email</li> </ul>
Networking and sharing of best practice	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Tutor Networks</li> <li>• StaffZone</li> <li>• SPUD! (Internal Newsletter)</li> </ul>
Staff Consultations/feedback	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Questionnaires</li> <li>• Focus groups notes</li> <li>• Adult Education Staff forum Report</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area: 1.3 COMMUNICATION WITH OTHER STAKEHOLDERS

**Purpose:**

The purpose of CLVEC Communication with Other Stakeholders procedures is to enhance our communication with the general public and all our partner organisations, thereby ensuring accountability, transparency in our work, and consistency of our messages to our stakeholders.

**Staff Involved:** AEO, Programme Coordinators, and all Staff

METHODS/PROCEDURES	WHO DOES IT	EVIDENCE GENERATED
Promotional activities	<ul style="list-style-type: none"> <li>All Staff</li> </ul>	<ul style="list-style-type: none"> <li>Ad. Ed Directory</li> <li>Website</li> <li>Radio ads</li> <li>Newsletters</li> <li>Open days</li> </ul>
Reporting systems	<ul style="list-style-type: none"> <li>Programme Coordinators,</li> <li>AEO</li> </ul>	<ul style="list-style-type: none"> <li>DES Returns,</li> <li>Ad.Ed Monitoring and Evaluation Framework</li> <li>Strategic Plan Progress Reports</li> <li>Annual reports,</li> <li>Project reports</li> </ul>
CLVEC Representation on various local and national for a	<ul style="list-style-type: none"> <li>AEO</li> <li>Key</li> <li>Programme Staff</li> </ul>	<ul style="list-style-type: none"> <li>List of CLVEC representatives on various groups/committees</li> </ul>
Lobbying	<ul style="list-style-type: none"> <li>Development Team</li> <li>All staff</li> </ul>	<ul style="list-style-type: none"> <li>Position papers,</li> <li>Meetings with DES and partners,</li> <li>Presentations at various fora</li> </ul>
Monitoring		
Monitor	Frequency	Method
QA Staff member at programme level	Annually	Review of evidence

Note: Key documents written on behalf of CLVEC must be approved by AEO/CEO/ or Programme Coordinators prior to circulation.

**Policy Area:  
2. EQUALITY**

**Policy Statement**

*CLVEC is committed to creating an environment where people feel safe and free from discrimination and harassment, and where they can be themselves, while respecting others.*

*CLVEC will do this by:*

- Promoting awareness and understanding of differences*
- Removing barriers to full participation*
- Providing support mechanisms for staff and learners to voice their concerns about equality issues, without fear.*
- Providing equal opportunities to staff and learners in terms of gender, marital status, family status, sexual orientation, religion, age, disability, race, membership of the Traveller Community and their economic status.*
- Complying with all relevant legislation.*

**CLVEC PROCEDURAL AREAS:**

**FETAC Reference**

**2.1 Equality Planning**

*Equality Training*

**2.2 Equality Training and awareness-raising**

*Equality Planning*

**2.3. Facilitating Diversity**

## Procedural Area: 2.1 EQUALITY PLANNING

**Purpose:**

The purpose of CLVEC Equality Planning procedures is to ensure equality issues are an integral part of all planning processes that take place in the organization.

**Staff Involved:** CEO, AEO, Programme Coordinators and Tutors

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Equality audit *	DEFERRED UNTIL	<ul style="list-style-type: none"> <li>• Baseline data</li> </ul>
Equality proofing of plans	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• AEO</li> </ul>	<ul style="list-style-type: none"> <li>• Agenda or notes of planning meetings</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
CLVEC Adult Education Monitoring Committee	Annually	Review of Evidence

\* This procedure is not in place yet.

**Procedural Area:****2.2 EQUALITY TRAINING AND AWARENESS RAISING****Purpose:**

The purpose of CLVEC Equality Training and Awareness-raising procedures is to ensure that relevant Equality training is provided to staff .

**Staff Involved** : CEO, AEO, Personnel staff, Programme Coordinators and Tutors

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Equality and diversity training for all staff	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Training calendar,</li> <li>• Attendance lists</li> </ul>
Awareness raising events	<ul style="list-style-type: none"> <li>• Programme coordinators,</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance lists</li> <li>• Posters</li> <li>• Photographs</li> </ul>
Dissemination of all relevant information on employment equality directives	<ul style="list-style-type: none"> <li>• CEO/AEO</li> </ul>	<ul style="list-style-type: none"> <li>• Staff induction packs,</li> <li>• StaffZone,</li> <li>• Job vacancies on noticeboards</li> <li>• CLVEC Code of Ethics for Staff and Members</li> </ul>
External speakers	<ul style="list-style-type: none"> <li>• Prog. Coordinators,</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Invitations</li> <li>• Attendance sheets</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
CLVEC Adult Education Monitoring Committee	Annually	Review of Evidence

**Procedural Area:  
2.3 FACILITATING DIVERSITY**

**Purpose:**

The purpose of CLVEC Facilitating Diversity procedure is to recognize and take account of the diverse range of learner needs, goals and circumstances, in order to enhance their participation.

**Staff Involved:** Programme Coordinators, Tutors, Guidance Counsellors

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Acknowledging Learners needs around diversity issues	<ul style="list-style-type: none"> <li>• Programme Coordinators,</li> <li>• Tutors</li> <li>• Guidance Counsellors</li> </ul>	<ul style="list-style-type: none"> <li>• Observation,</li> <li>• One-one meetings,</li> <li>• Application forms</li> </ul>
Diversity Awareness Raising	<ul style="list-style-type: none"> <li>• Programme coordinators,</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Course Outline</li> <li>• Intercultural Awareness event</li> <li>• Posters</li> <li>• Photographs</li> </ul>
External speakers	<ul style="list-style-type: none"> <li>• Prog. Coordinators,</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Invitations</li> <li>• Attendance sheets</li> </ul>
Adapted teaching methods and materials	<ul style="list-style-type: none"> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Needs specific materials and resources</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Policy Area:  
3. STAFF RECRUITMENT & DEVELOPMENT**

**Policy Statement**

*City of Limerick VEC considers its staff to be its most valuable resource and aims to attract, recruit, develop and retain the best people.*

*CLVEC is committed to creating a culture that motivates and supports staff to engage in their own professional development because it believes that their competence and commitment is crucial to the achievement of the organisations strategic goals.*

**CLVEC PROCEDURAL AREAS:**

**FETAC Reference**

**3.1 Staff Recruitment**

*Staff Recruitment and Allocation*

**3.2 Staff Selection**

**3.3. Staff Allocation**

*See Communication with Staff*

*Staff Induction*

**3.4 Staff Development**

*Staff Development*



## Procedural Area: 3.1 STAFF RECRUITMENT

**Purpose:**

The purpose of CLVEC Staff Recruitment procedures is to ensure the fair and transparent recruitment of new personnel with the appropriate experience, expertise and qualifications.

**Staff Involved:** CEO, AEO, Programme Coordinators, Admin Staff

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Job specification and advertising	<ul style="list-style-type: none"> <li>• CEO</li> <li>• AEO</li> <li>• Programme Coordinators</li> <li>• Admin Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Job descriptions</li> <li>• Person specifications</li> <li>• Newspaper Ads</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Head Office Quality Assurance Staff	Annually	Review of Evidence

## Procedural Area: 3.2 STAFF SELECTION

**Purpose:**

The purpose of CLVEC Staff Selection procedures is to ensure fairness, consistency and transparency in the staff selection process.

**Staff Involved:** CEO, AEO, Interview panels, Programme Coordinators, HR Administrative staff

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Constitution of Interview panel	<ul style="list-style-type: none"> <li>• CEO</li> <li>• HR Admin Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Panel lists</li> </ul>
Shortlisting	<ul style="list-style-type: none"> <li>• CEO</li> <li>• AEO</li> <li>• Interview panels</li> <li>• Programme Coordinators.</li> <li>• HR Admin Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Shortlisting criteria</li> <li>• Candidate shortlists</li> <li>• Shortlisting reports</li> </ul>
Interview schedules	<ul style="list-style-type: none"> <li>• HR Admin Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Letters of invitation to interview</li> <li>• Interview Marking sheets</li> </ul>
Interviews	<ul style="list-style-type: none"> <li>• Interview Panels</li> <li>• HR Admin Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Interview recommendation report</li> <li>• Letters of offer/refusal</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Head Office Quality Assurance Staff	Annually	Review of Evidence

## Procedural Area: 3.3 STAFF ALLOCATION

**Purpose:**

The purpose of CLVEC Staff Allocation procedures is to allocate staff and assign responsibilities in ways that recognize personnel strengths and expertise, and maximize resources in line with changing needs.

**Staff Involved:** AEO, Programme Coordinators, Administrative staff

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Allocations	<ul style="list-style-type: none"> <li>• AEO</li> <li>• Programme Coordinators</li> <li>• Administrative staff</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment panels</li> <li>• CVs on file</li> <li>• Substitution Rota</li> <li>• Recommended Tutor Panels</li> <li>• Job descriptions</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Head Office Quality Assurance Staff	Annually	Review of Evidence

**Procedural Area:  
STAFF INDUCTION**

**Purpose:**

**SEE COMMUNICATION WITH STAFF – STAFF INDUCTION (Page 9)**

## Procedural Area: 3.4 STAFF DEVELOPMENT

**Purpose:**

The purpose of CLVEC Staff Development procedures is to identify the work-related development needs of staff and provide relevant ongoing training, development and support opportunities.

**Staff Involved:** AEO, Programme Coordinators, Development Team, Consultants, All staff

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Training needs identification/analysis	<ul style="list-style-type: none"> <li>• AEO</li> <li>• Programme Coordinators</li> <li>• All staff</li> </ul>	<ul style="list-style-type: none"> <li>• PMDS reports</li> <li>• Training and Development Plan</li> <li>• Records of individual/group review meetings</li> </ul>
Staff Development Activities: <ul style="list-style-type: none"> <li>➢ Training courses and events</li> <li>➢ On the job' development opportunities (incl. teamwork, innovation, staff supervision etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Development Team</li> <li>• Consultants</li> <li>• All staff</li> </ul>	<ul style="list-style-type: none"> <li>• Session outlines,</li> <li>• Attendance lists</li> <li>• Evaluation forms</li> <li>• Tutor diaries</li> <li>• Reports</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Policy Area:  
4. ACCESS, TRANSFER AND PROGRESSION**

**Policy Statement**

*City of Limerick VEC recognises that all learners are unique and aims to facilitate them to become lifelong learners. This will be achieved by:*

- *actively reaching out to new learners.*
- *guiding and supporting learners to make informed choices.*
- *tracking each individual's progress throughout his/her learning journey.*
- *supporting learners who wish to transfer or progress to other programmes.*
- *Recognising the prior learning of students.*

**CLVEC PROCEDURAL AREAS:**

**FETAC Reference**

**4.1 Outreach**

*See Communication with Learners*

*Information Provision*

**4.2 Learner Entry Arrangements**

*Learner Entry Arrangements*

**4.3 Recognition of Prior Learning**

*Recognition of Prior Learning*

*See Equality Policy*

*Facilitating Diversity*

**4.4 Transfer and progression**

**Procedural Area:  
INFORMATION PROVISION**

**Purpose:**

**SEE COMMUNICATION WITH LEARNERS –TWO WAY COMMUNICATION  
(p.8)**

## Procedural Area: 4.1 OUTREACH

**Purpose:**

**The purpose of CLVEC Outreach procedures is to ensure that our programmes and services are accessible to potential learners in a diversity of locations.**

**Staff Involved:** Programme Coordinators, AEO, Community Based Guidance Counsellors, Outreach workers, Community Education Facilitator, BTEI Coordinator, Drugs Strategy Coordinators

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Targeted Promotional Strategies	<ul style="list-style-type: none"> <li>• Programme Coordinators,</li> <li>• AEO</li> <li>• Information Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Newspaper Advertisements,</li> <li>• Recruitment materials,</li> <li>• Programme Brochures,</li> <li>• Publicity Materials</li> <li>• Website</li> <li>• Open days</li> </ul>
Building Links with other Agencies	<ul style="list-style-type: none"> <li>• Programme Coordinators,</li> <li>• AEO</li> </ul>	<ul style="list-style-type: none"> <li>• Minutes of meetings,</li> <li>• Agendas</li> </ul>
Provision of Community Based programmes and services	<ul style="list-style-type: none"> <li>• Community Based Guidance Counsellors</li> <li>• Outreach workers</li> <li>• Community Education Facilitator</li> <li>• BTEI Coordinator</li> <li>• Drugs Strategy Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule of meetings,</li> <li>• Referral sheets</li> <li>• Course application forms</li> <li>• Community based Education Plan</li> <li>• Guidance Service Plan</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence



## Procedural Area: 4.2 LEARNER ENTRY ARRANGEMENTS

**Purpose:**

The purpose of CLVEC Learner Entry procedures is to ensure clarity, fairness and consistency for the entry of learners onto learning programmes.

**Staff Involved:** Programme Coordinators, Administrative Staff, Guidance Counsellors, Tutors.

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Interview process	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Tutors</li> <li>• Admin staff</li> </ul>	<ul style="list-style-type: none"> <li>• Waiting Lists</li> <li>• Notes of Interviews</li> </ul>
Pre-Entry Guidance	<ul style="list-style-type: none"> <li>• Guidance Counsellors</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule of meetings</li> <li>• Individual Learning Plans,</li> <li>• Referral sheets</li> <li>• Application forms</li> </ul>
Learner Registration	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Admin Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Various administrative forms at registration</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area:

### 4.3 RECOGNITION OF PRIOR LEARNING AND EXPERIENCE

#### Purpose:

The purpose of CLVEC Recognition of Prior Learning and Experience procedures is to facilitate the identification, recognition and assessment of prior learning and experiences of all learners before, and at the point of access to all our learning programmes.

Staff Involved: Programme Coordinator, Option Leaders, Subject Expert Tutors, Administrative Staff, Guidance Staff.

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Assessment of prior learning and experience during pre-entry interviews	<ul style="list-style-type: none"><li>• Programme Coordinator,</li><li>• Option Leaders,</li><li>• Tutors,</li><li>• Administrative Staff</li></ul>	<ul style="list-style-type: none"><li>• Completed Application Forms,</li><li>• Schedule of interviews,</li><li>• Interview notes on learner files</li></ul>
Detailed Assessment of RPLE and Learning Needs at entry	<ul style="list-style-type: none"><li>• Programme Coordinator,</li><li>• Option Leaders,</li><li>• Subject Expert Tutors,</li><li>• Administrative Staff</li><li>• Guidance Staff</li></ul>	<ul style="list-style-type: none"><li>• Assessment records,</li><li>• ILPs</li></ul>
Implementation of National Framework on RPL	<ul style="list-style-type: none"><li>• Programme Coordinator,</li><li>• Option Leaders,</li><li>• Tutors,</li><li>• Administrative Staff</li></ul>	<ul style="list-style-type: none"><li>• Template to be developed at National level.</li></ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Procedural Area:  
FACILITATING DIVERSITY**

**Purpose:**

**SEE POLICY ON EQUALITY (p.15)**

## Procedural Area: 4.4 TRANSFER AND PROGRESSION

**Purpose:**

The purpose of CLVEC Transfer and Progression procedures is to support learners to make successful transitions both during and on completion of learning programmes.

**Staff Involved:** Guidance Counsellors, Admin. Staff.

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Guidance Counselling	<ul style="list-style-type: none"> <li>• Guidance Counsellors</li> <li>• Information Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance Records,</li> <li>• Database</li> </ul>
Learner Tracking Systems	<ul style="list-style-type: none"> <li>• Admin. Staff,</li> <li>• Guidance Counsellors,</li> </ul>	<ul style="list-style-type: none"> <li>• Databases</li> <li>• Records of Achievements</li> </ul>
Referral Systems	<ul style="list-style-type: none"> <li>• Guidance Counsellors,</li> <li>• Administrative Staff,</li> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Referral Sheets,</li> <li>• Databases,</li> <li>• Learner application forms</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Policy Area:  
5. PROGRAMME DEVELOPMENT, DELIVERY  
& REVIEW**

**Policy Statement**

*As a main provider in the Adult and Further Education sector, City of Limerick VEC recognises its distinct role in supporting the learning and development of individuals, communities and the wider society. The needs and aspirations of learners provide the starting point for planning and are central to all learning provision.*

*CLVEC policy is to:*

- consult widely in the design and development of learning programmes.*
- be creative and innovative in delivery methods and*
- constantly reflect on and improve the quality of all aspects of provision.*

**CLVEC PROCEDURAL AREAS:**

**FETAC Reference**

**5.1 Need Identification**

*Need Identification*

**5.2 Programme Design**

*Programme Design*

**5.3 Programme Approval**

*Programme Approval*

**5.4 Programme Planning**

*Programme Planning*

**5.5 Programme Delivery**

*Programme Delivery*

**5.6 Learner Records**

*Learner Records*

**5.7 Provision and Maintenance of resources**

*Provision and Maintenance of resources*

*New Policy Area*

*Health & Safety*

**5.8 Review Cycle of existing programmes**

*Review Cycle of existing programmes*

## Procedural Area: 5.1 NEED IDENTIFICATION

**Purpose:**

The purpose of CLVEC Need Identification procedures is to capture the needs and aspirations of our learners and potential learners, and use these to constantly shape our provision.

**Staff Involved:** CEO, AEO, Tutors, Guidance Counsellors, Key Staff

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Initial needs assessment of learners	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Guidance Counsellors</li> </ul>	<ul style="list-style-type: none"> <li>• Initial assessment forms</li> <li>• Records/data on client needs</li> </ul>
Ongoing needs assessments of learners	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Guidance Counsellors</li> </ul>	<ul style="list-style-type: none"> <li>• Individual Learning Plans</li> <li>• Notes from review/evaluation/consultation meetings with learners</li> <li>• Learners diaries</li> </ul>
Representation by VEC personnel on local and national for a (e.g. RAPID LES, SIMS group, Partnerships Group, CDB, etc)	<ul style="list-style-type: none"> <li>• CEO</li> <li>• AEO</li> <li>• Key Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting/seminar agendas</li> <li>• Minutes/Reports</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area: 5.2 PROGRAMME DESIGN

### **Purpose:**

The purpose of CLVEC Programme Design procedures is to ensure that our programmes are responsive to learner needs, and adopt a planned and partnership approach.

**Staff Involved:** Tutors, other stakeholders, Programme Coordinators, Guidance Counsellors, AEO, Development Team

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Integrated and multidisciplinary programme planning team	<ul style="list-style-type: none"> <li>• Tutors (subject experts)</li> <li>• Other stakeholders ( e.g. learners, Community, agencies, etc)</li> <li>• Programme Coordinators</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Design/planning briefs</li> <li>• Agendas/Minutes of meetings</li> <li>• Draft programme outline</li> <li>• Joint Initiatives</li> </ul>
Needs analysis	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Tutors</li> <li>• Guidance Service Staff</li> <li>• Learners</li> </ul>	<ul style="list-style-type: none"> <li>• Individual student query forms</li> <li>• Collated student queries</li> <li>• Minutes of staff meetings</li> <li>• Amended programme outlines</li> <li>• New programmes on offer</li> </ul>
Pilot projects	<ul style="list-style-type: none"> <li>• Planning teams</li> </ul>	<ul style="list-style-type: none"> <li>• Project Plans</li> <li>• Project reports</li> </ul>
Environmental scanning	<ul style="list-style-type: none"> <li>• AEO</li> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Minutes of management meetings</li> <li>• Planning meetings</li> <li>• StaffZone Updates</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area: 5.3 PROGRAMME APPROVAL

**Purpose:**

The purpose of CLVEC Programme Approval procedures is to ensure that our courses are acceptable to the range of internal and external stakeholders.

**Staff Involved:** Tutors, Programme Coordinators, Development Team

METHODS/PROCEDURES	WHO DOES IT	EVIDENCE GENERATED
Presentation/proposals to management	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Programme Coordinators</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Agendas/minutes</li> <li>• Proposal documents</li> </ul>
Direct liaison with Awarding Bodies	<ul style="list-style-type: none"> <li>• Tutor</li> <li>• Programme Coordinators</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Records of discussions</li> <li>• Diary entries</li> <li>• Correspondence</li> <li>• Validation submissions</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
CLVEC Adult Education Monitoring Committee	Annually	Review of Evidence



## Procedural Area: 5.4 PROGRAMME PLANNING

**Purpose:**

The purpose of CLVEC Programme Planning procedures is to ensure that courses are organized and run effectively and efficiently.

**Staff Involved:** Tutors, Programme Coordinators, Ancillary Staff

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Organisation of courses logistical detail	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Programme Coordinators</li> <li>• Ancillary staff</li> </ul>	<ul style="list-style-type: none"> <li>• Timetables</li> <li>• Schedules ( tutor allocations, rooms, times etc)</li> </ul>
Course/work plans	<ul style="list-style-type: none"> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Course outlines (content, methods, resources etc)</li> <li>• Schemes of work</li> <li>• Staff work-plans</li> <li>• Validation submissions</li> </ul>
Resource allocation/development	<ul style="list-style-type: none"> <li>• Programme Coordinators.</li> <li>• Tutors</li> <li>• Ancillary staff</li> <li>• Admin staff</li> </ul>	<ul style="list-style-type: none"> <li>• Stock books</li> <li>• Materials purchase/ procurement records</li> <li>• Building layout/ development plans</li> <li>• Budget plans</li> <li>• Expenditure report</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area: 5.5 PROGRAMME DELIVERY

**Purpose:**

The purpose of CLVEC Programme Delivery procedures is to ensure that quality programmes are delivered in ways that are flexible, relevant and appropriate to our learners.

**Staff Involved:** Programme Coordinators, Tutors, Guidance Counsellors, Administrative staff, Development Team

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Innovative approaches and models of delivery	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• New project models (e.g. blended learning project and reports)</li> <li>• Summer programmes/ events/ field trips etc</li> <li>• Team-working</li> </ul>
Learner supports	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Tutor</li> <li>• Guidance Counsellors</li> <li>• Administrative staff</li> </ul>	<ul style="list-style-type: none"> <li>• Records of learner supports (literacy, guidance/ counseling, childcare, special needs, etc)</li> <li>• Records of referrals</li> <li>• Work placement records</li> <li>• ICT infrastructure</li> </ul>
Innovative and relevant materials	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• New project proposals and reports</li> <li>• Summer programmes/ events/field trips etc</li> <li>• Photographs</li> <li>• Displays</li> <li>• New materials developed</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area: 5.6 LEARNER RECORD

**Purpose:**

The purpose of CLVEC Learner Record procedures is to keep track of all vital information on our learners in ways that are ethical, simple, transparent, and inclusive.

**Staff Involved:** Administrative staff, Tutors, Learners

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Registration	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Registration forms</li> <li>• Student Profile forms</li> </ul>
Attendance monitoring	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Class register/roll books</li> <li>• Sign-in sheets</li> <li>• Wages sheets</li> <li>• Databases</li> </ul>
Learner progress and assessment	<ul style="list-style-type: none"> <li>• Learners</li> <li>• Tutors</li> <li>• Administrative staff</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Individual Learning Plans</li> <li>• Learner journals</li> <li>• Evaluation sheet</li> <li>• Report cards</li> <li>• Student review sheets</li> </ul>
Accreditation ( <i>See Fair and Consistent Assessment of Learners</i> )	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Records of Achievement (FETAC)</li> <li>• Certificates</li> <li>• Documentation for accrediting bodies</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

## Procedural Area: 5.7 PROVISION AND MAINTENANCE OF RESOURCES

### **Purpose:**

The purpose of CLVEC Provision and Maintenance of Resources procedures is to ensure that clear and transparent processes are used to put in place optimal resources (including buildings) to support the delivery of quality programmes and services.

**Staff Involved:** CEO, Senior Management Team, Programme Coordinators, Development Officer, Contractors, all Staff, Admin Staff.

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Tendering, purchase and procurement Procedures	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• All staff</li> <li>• Admin Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Tendering, Purchase and Procurement Handbook</li> <li>• Requisition forms</li> <li>• Quotations</li> <li>• Tender documentation</li> <li>• Stock books</li> <li>• Budget allocations</li> <li>• Signed Contracts</li> </ul>
Planning and Management of VEC buildings ( <i>see Policy on Health and Safety</i> )	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Senior Management Team</li> <li>• Ancillary staff</li> </ul>	<ul style="list-style-type: none"> <li>• Building plans</li> <li>• Safe/Accessible buildings</li> <li>• Minutes of management meetings</li> </ul>
Planning and monitoring of ICT resources	<i>See Policy on ICT – Provision and Maintenance of ICT Resources</i>	
Service and maintenance contracts	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Development Officer</li> <li>• Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance records</li> <li>• Service reports</li> <li>• Installation certificates</li> <li>• ICT FM Contracts</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
CLVEC Adult Education Monitoring Committee	Annually	Review of Evidence

**Procedural Area:  
5.8. REVIEW CYCLE OF EXISTING PROGRAMMES**

**Purpose:**

The purpose of CLVEC Review Cycle of Existing Programmes procedures is to gather feedback from all stakeholders on an ongoing basis and thereby inform continuous improvement of Programmes and Services.

**Staff Involved:** Tutors, Programme Coordinators, Development Team, External consultant

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Learners Consultations/evaluations	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Programme Coordinators</li> <li>• Development Officers</li> <li>• Learners</li> </ul>	<ul style="list-style-type: none"> <li>• Questionnaires</li> <li>• Surveys</li> <li>• Feedback forms</li> <li>• Records of focus group meetings</li> <li>• Evaluation sheets</li> </ul>
Staff Consultations/reviews	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Reports of review meetings</li> <li>• PMDS reports</li> <li>• Agenda/Minutes of staff meetings</li> <li>• Review sessions</li> </ul>
Review of documentary evidence on programme	<ul style="list-style-type: none"> <li>• Tutors</li> <li>• Development Team</li> <li>• External consultant</li> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Student results (from internal and external assessment)</li> <li>• Attendance records</li> <li>• Returns to DES</li> <li>• CLVEC Baseline survey</li> <li>• Annual Reports</li> </ul>
Formal feedback from external stakeholders	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Work placement reports</li> <li>• Customer Care survey</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Policy Area:  
6. FAIR & CONSISTENT ASSESSMENT OF  
LEARNERS**

**Policy Statement**

*City of Limerick VEC believes that assessment is a critical tool for:*

- *identifying learner strengths and needs*
- *recognising progress and achievements and*
- *facilitating accreditation and progression.*

*All learners will have access to a fair and open system of assessment, which is easily understood and recognises each individual's specific needs, goals and circumstances.*

**CLVEC PROCEDURAL AREAS:**

**FETAC Reference**

**6.1 Planning and administration of Assessment**

- *Coordinated Planning*
- *Security*
- *Return of Certification of data*

**6.2 Learner centered assessment**

- *Reasonable Accommodation*
- *Information to learners*
- *Feedback to Learners*
- *Learner Appeals*

**6.3 Quality and Integrity of Assessment Process**

- *Consistency between assessors*
- *Assessment performed by external parties*
- *Consistency with national standards*
- *Corrective action*

## Procedural Area: 6.1 PLANNING AND ADMINISTRATION OF ASSESSMENT

### **FETAC Reference:**

- Coordinated Planning
- Security of Assessment related processes **materials**.
- Return of Certification Data/**Records and documentation**

### **Purpose:**

The purpose of CLVEC Planning and Administration of Assessment procedures is to ensure that the Planning and Administration of assessment is carried out in a professional manner.

**Staff Involved:** Programme Coordinator, Assessment Coordinator, Guidance Counsellors, Tutors, Administrative Staff

METHODS/PROCEDURES	WHO DOES IT	EVIDENCE GENERATED
Designation of Assessment Roles/Responsibilities	<ul style="list-style-type: none"> <li>• Programme Coordinator</li> <li>• Specific Programme Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Job Description</li> <li>• <b>Handbook of Assessment Guidelines for Tutors</b></li> </ul>
Annual Assessment Planning	<ul style="list-style-type: none"> <li>• Programme Coordinator,</li> <li>• Assessment Coordinator</li> <li>• Guidance Counsellors,</li> <li>• Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Assessment schedule</b></li> <li>• <b>Assessment Timetable</b></li> <li>• </li> </ul>
Staff Training (on Assessment)	<ul style="list-style-type: none"> <li>• All internal assessors (Tutors)</li> <li>• <b>AES Staff Development 2008</b></li> </ul>	<ul style="list-style-type: none"> <li>• In-Service handouts</li> <li>• Leave of absence form</li> <li>• Agendas</li> <li>• Reports</li> <li>• Reviews</li> </ul>
Safe Storage of Assessment Materials and Data	<ul style="list-style-type: none"> <li>• <b>Programme Manager</b></li> <li>• <b>Internal Assesor</b></li> <li>• Assessment Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Safe Storage Procedures</b></li> <li>• Log of assessment resources,</li> <li>• Assessment record copies</li> </ul>
Return of Certification Data/ <b>Learner Records</b>	<ul style="list-style-type: none"> <li>• <b>Admin staff</b></li> <li>• Assessment Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Web entry printout</li> <li>• Candidates Marking sheets</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>

QA Staff member at programme level	Annually	Review of evidence
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## Procedural Area:

### 6.2. LEARNER CENTERED ASSESSMENT

#### **FETAC Reference:**

- Information to learners
- Reliability of Learner Evidence
- Assessment Malpractice
- Assessment Deadlines
- Reasonable Accommodation
- Compassionate Consideration
- Feedback to Learners
- Learners Appeals

#### **Purpose:**

The purpose of CLVEC Learner Centered Assessment procedures is to ensure that all assessment methods are fair and learner centered.

**Staff Involved:** Programme Coordinator, Tutors, Administrative Staff, Assessment Coordinator, Guidance Counsellors

METHODS/PROCEDURES	WHO DOES IT	EVIDENCE GENERATED
Initial assessment of learners' needs	<ul style="list-style-type: none"><li>• Programme Coordinator,</li><li>• Tutors,</li><li>• Admin Staff</li></ul>	<ul style="list-style-type: none"><li>• Assessment records</li><li>• Individual Learning Plans (ILPs)</li></ul>
One to one learning assessment meetings with learners	<ul style="list-style-type: none"><li>• Assessment Coordinator</li><li>• Tutors,</li><li>• Guidance Counsellors</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• ILPs</li><li>• One-one meeting notes</li><li>• Schedule of Tutor/Learner meetings</li><li>• Notice Boards</li></ul>
Information to Learners on <b>AES</b> Assessment <b>Policies and Procedures</b>	<ul style="list-style-type: none"><li>• Programme Coordinator,</li><li>• Tutors</li><li>• Assessment Coordinator</li></ul>	<ul style="list-style-type: none"><li>• Learner Induction Pack</li><li>• Assessment timetables</li><li>• Correspondence</li><li>• <b>Assessment Handbook</b></li></ul>
	<ul style="list-style-type: none"><li>•</li></ul>	
		<ul style="list-style-type: none"><li>•</li></ul>
Adaptation of Assessment Methodologies to cater for needs	<ul style="list-style-type: none"><li>• Assessors (Tutors)</li></ul>	<ul style="list-style-type: none"><li>• Video and Audio Tapes,</li><li>• Adapted assignment briefs</li></ul>
Internal Appeal Process	<ul style="list-style-type: none"><li>• Assessment Coordinator,</li><li>• Tutors</li></ul>	<ul style="list-style-type: none"><li>• Record of Appeal,</li><li>• Evidence retained</li></ul>
External Appeal Process	<ul style="list-style-type: none"><li>• Assessment Coordinator</li></ul>	<ul style="list-style-type: none"><li>• Record of Appeal,</li></ul>

		• Evidence retained
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Procedural Area:****6.3 QUALITY AND INTEGRITY OF ASSESSMENT PROCESS****FETAC Reference:**

- Consistency between assessors,
- Assessment Performed by Third Parties
- Consistency with National Standards
- Corrective Action

**Purpose:**

The purpose of CLVEC Quality and Integrity of Assessment Process procedures is to ensure that all assessment is fair, consistent and in accordance with national standards.

**Staff Involved:** Assessment Coordinator, Internal Assessors (Tutors), Programme Coordinator, Internal Verifier

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Staff Induction Procedures on assessment.	<ul style="list-style-type: none"> <li>• Programme Coordinator,</li> <li>• Assessment Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Sample Portfolios</li> <li>• Tutor Meeting Notes</li> </ul>
Assessment Training/development for all assessors	<ul style="list-style-type: none"> <li>• Internal Assessors (Tutors)</li> </ul>	<ul style="list-style-type: none"> <li>• In-Service handouts,</li> <li>• Requests for leave,</li> <li>• Agendas, reports, reviews</li> </ul>
Internal Verification (Consistency between assessors & with National standards)	<ul style="list-style-type: none"> <li>• Internal Verifier,</li> <li>• Assessment Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Notes to internal assessmen</li> <li>• Emails</li> <li>• Internal Verifier Checklist,</li> <li>• Schedule,</li> <li>• Cross moderation log</li> </ul>
Sharing of all assessment resources	<ul style="list-style-type: none"> <li>• All Tutors</li> </ul>	<ul style="list-style-type: none"> <li>• Portfolios in StaffZone</li> </ul>
Production and communication of assessment guidelines to work experience employers ( <i>Third Parties</i> )	<ul style="list-style-type: none"> <li>• Assessment Coordinator,</li> <li>• Internal Assessors (Tutors)</li> </ul>	<ul style="list-style-type: none"> <li>• Records of meetings,</li> <li>• Guidelines</li> <li>• Template</li> </ul>
Reporting of Error/Inappropriate practices	FETAC Coordinator	<ul style="list-style-type: none"> <li>• Corrective Action Report</li> </ul>
Feedback of Report to Tutors	FETAC Coordinator	<ul style="list-style-type: none"> <li>• Meeting Notes</li> </ul>
Corrective Actions taken and verified	Course Tutors/Fetac Coordinator	<ul style="list-style-type: none"> <li>• Record of corrective action</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
QA Staff member at programme level	Annually	Review of evidence

**Policy Area:  
7. PROTECTION FOR LEARNERS**

**Policy Statement**

*In the event of the early termination of a programme (3 months duration +), CLVEC will strive to provide alternative arrangements for its learners. Section 43 of Qualifications (Education and Training) Act 1999 does not apply to CLVEC.*

**Policy Area:  
8. HEALTH & SAFETY**

**Policy Statement**

*City of Limerick VEC, in accordance with the Safety, Health and Welfare at Work Act 2005, aims to ensure that all steps necessary will be taken to eliminate risks as far as is reasonably practicable.*

*Control of risks and on-going policy of risk reduction will aim to ensure that Accident/Incident or Near Miss occurrences are avoided, thereby safeguarding the safety, health and welfare of **Staff, Students, Contractors or Visitors** who have reason to enter any CLVEC building.*

*Senior Management and Supervisory Staff in each CLVEC building have responsibility for implementing this policy. However, **all** staff are expected to co-operate in carrying out this policy and to take reasonable care for their own safety, health and welfare and that of others who may be affected by their acts or omissions while at work.*

**CLVEC Procedural Areas**

**Please see next page for the list of H&S methods currently being implemented. Please also note that further methods are currently being developed by the newly set up H&S Committee around:**

- Management of H&S within 2 Adult Education Colleges and Head Office
- Allowing for staff representation on H&S issues
- Fire Safety
- Accident/Incident Reporting
- Bullying & Harassment
- Out of Hours Working
- Pregnant Workers
- Housekeeping
- External Contractors/Building Security

## Procedural Area: 8. Health and Safety

### **Purpose:**

The purpose of CLVEC Health and Safety procedures is to ensure the safety, health and welfare of Staff, Students, Contractors or Visitors who have reason to enter any CLVEC building.

**Staff Involved:** CEO, AEO, H&S Coordinator, Programme Coordinators, H&S Committee, Safety Representatives team, fire wardens, all staff.

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Management of H&S within 2 Adult Education Colleges.	Safety Committee	<ul style="list-style-type: none"> <li>• Minutes of Meetings</li> </ul>
Allowing for staff representation on H&S issues	Safety Representatives Team	<ul style="list-style-type: none"> <li>• Minutes of Meetings</li> </ul>
Fire Safety	Fire Wardens H&S Co-ordinator	<ul style="list-style-type: none"> <li>• Fire Drill Register</li> </ul>
Accident/Incident Reporting	Programme Managers Safety Representatives H&S Co-ordinator	<ul style="list-style-type: none"> <li>• Accident Reports and Documentation</li> </ul>
Bullying & Harassment	AEO Programme Managers H&S Co-ordinator	<ul style="list-style-type: none"> <li>• Documentation re: each case</li> </ul>
Lone Workers	Programme Managers	<ul style="list-style-type: none"> <li>• Induction Training</li> <li>• Written Procedures</li> </ul>
Pregnant Workers	Programme Managers	<ul style="list-style-type: none"> <li>• Induction Training</li> <li>• Programme Managers</li> </ul>
Building Security External Contractors	Programme Managers Caretaking/Security Staff H&S Co-ordinator	<ul style="list-style-type: none"> <li>• Induction Training</li> <li>• CCTV Footage</li> <li>• Security Systems</li> <li>• Security Staff</li> <li>• Work Rotas</li> <li>• Written Procedures</li> </ul>
Housekeeping	H&S Co-ordinator Ancillary Staff Programme Managers	<ul style="list-style-type: none"> <li>• Cleaning Programme Documentation</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Health & Safety Committee	Annually	Meeting

**Policy Area:  
9. INFORMATION & COMMUNICATION  
TECHNOLOGY (ICT)**

**Policy Statement**

CLVEC Adult and Further Education is committed to creating an environment where learners and staff are able to confidently and effectively use Information Communication Technology (ICT) to meet their personal, educational and employment related needs.

This will be achieved by using ICT to:

- provide learners and staff with increased learning opportunities and enhanced learning experiences.
- continuously improve Information management and communication processes.

**PROCEDURAL AREAS:**

**9.1 ICT Security and Safe practices**

**9.2 Provision and Maintenance of ICT resources**

**9.3 Use of technology for Communication**

## Procedural Area: 9.1 ICT Security and Safe Practices

**Purpose:**

The purpose of CLVEC Security and Safe Practices procedures is to ensure that ICT resources are used in a safe and secure manner to support the administration and delivery of quality programmes and services.

**Staff Involved:** CEO, AEO, Programme Coordinators, ICT Steering Group, Learning Technology (LT) Development Officer, IT Tutors.

METHODS/PROCEDURES	WHO DOES IT	EVIDENCE GENERATED
Assignment of Specific ICT Roles	<ul style="list-style-type: none"> <li>• CEO,</li> <li>• AEO</li> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Job descriptions</li> </ul>
Procedures for Safe use of computer and network resources	<ul style="list-style-type: none"> <li>• ICT Steering Group</li> <li>• LT Development Officer</li> <li>• AEO</li> </ul>	<ul style="list-style-type: none"> <li>• Signed copies by all staff</li> </ul>
Procedures for Email and Internet usage	<ul style="list-style-type: none"> <li>• ICT Steering Group</li> <li>• LT Development Officer</li> <li>• AEO</li> </ul>	<ul style="list-style-type: none"> <li>• Signed copies by all staff</li> </ul>
Procedures for the use of ICT resources for management and administration	<ul style="list-style-type: none"> <li>• LT Development Officer</li> <li>• AEO</li> <li>• ICT Steering Group</li> </ul>	<ul style="list-style-type: none"> <li>• Signed copies by all staff</li> </ul>
Web Content Filtering/Control	<ul style="list-style-type: none"> <li>• Automated Reports to Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Web Surf Reports</li> </ul>
Reporting of unintentional accessing of inappropriate materials	<ul style="list-style-type: none"> <li>• All users</li> </ul>	<ul style="list-style-type: none"> <li>• Inappropriate sites/resources blocked</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
ICT Plan M&E Steering Group	Six monthly	Meeting



## Procedure Title

### 9.2 Provision and Maintenance of ICT Resources

**Purpose:**

The purpose of CLVEC Provision and Maintenance of ICT resources procedures is to ensure that ICT resources are available and maintained to support the administration and delivery of quality programmes and services.

**Staff Involved:** CEO, AEO, Programme Coordinators, Learning Technology (LT) Development Officer, Programme FM Reporters

<b>METHODS/PROCEDURES</b>	<b>WHO DOES IT</b>	<b>EVIDENCE GENERATED</b>
Assignment of Specific ICT Maintenance Roles	<ul style="list-style-type: none"> <li>• CEO,</li> <li>• AEO</li> <li>• Programme Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Job descriptions</li> </ul>
Tendering, Purchase and Procurement Processes	<i>See Programme Development, delivery and review Policy</i>	<ul style="list-style-type: none"> <li>• FM Contract</li> <li>• FM Tender</li> </ul>
Facility Maintenance (FM) Reporting	<ul style="list-style-type: none"> <li>• Programme FM Reporters</li> <li>• LT Development Officer</li> </ul>	<ul style="list-style-type: none"> <li>• ICT FM Reporting Guidelines</li> <li>• Weekly FM Reports</li> </ul>
Procedures for the recycling and replacement of ICT resources	<ul style="list-style-type: none"> <li>• Programme Coordinators</li> <li>• Programme FM Reporters</li> <li>• LT Development Officer</li> </ul>	<ul style="list-style-type: none"> <li>• FM Reports</li> <li>• Stock Books</li> </ul>
<b>Monitoring</b>		
<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
ICT Plan M&E Steering Group	Six monthly	Meeting

## Procedural Area: 9.3 Use of Technology for Communication

**Purpose:**

The purpose of CLVEC Use of Technology for Communication procedures is to promote the effective use of technology to enhance and improve communication and Information sharing across the Service.

**Staff Involved:** LT Development Officer, All Staff

METHODS/PROCEDURES	WHO DOES IT	EVIDENCE GENERATED
Extensive use of CLVEC Email	<ul style="list-style-type: none"> <li>• LT Development Officer</li> <li>• All Full Time Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Email Guidelines</li> <li>• Email List</li> <li>• Spam Reports /Email reports</li> </ul>
Staffzone (Extranet for all staff)	<ul style="list-style-type: none"> <li>• Admin Staff</li> <li>• All Staff</li> </ul>	<ul style="list-style-type: none"> <li>• StaffZone Publishing Procedures</li> <li>• StaffZone User Procedures</li> <li>• StaffZone Training Notes</li> <li>• Extranet Activity/Audit Reports</li> </ul>
Ongoing development of <a href="http://www.clvec.ie">www.clvec.ie</a> Website as a comprehensive information portal		<ul style="list-style-type: none"> <li>• Website Publishing Guidelines</li> <li>• Minutes of Web Management Group meetings</li> <li>• Website Reports (technical)</li> <li>• Course Update Procedures</li> </ul>
Monitoring		
Monitor	Frequency	Method
ICT Plan M&E Steering Group	Six monthly	Meeting

**Policy Area:  
10. SELF-EVALUATION OF PROGRAMMES  
AND SERVICES**

**Policy Statement**

*As a learning organisation, CLVEC recognises the need for effective monitoring and evaluation systems that:*

- *encourage reflective practice,*
- *promote accountability to learners, staff and other stakeholders,*
- *measure success towards stated objectives.*

*CLVEC uses transparent, participative and appropriate methods to evaluate the quality and impact of its Programmes and Services, in order to inform ongoing development and design of new initiatives.*

**CLVEC PROCEDURAL AREAS:**

- **Assignment of responsibility**
- **Range**
- **Frequency**
- **Learner Involvement**
- **External Evaluator**
- **Methodology**

**Procedural Areas:****ASSIGNMENT OF RESPONSIBILITY, RANGE, FREQUENCY,  
LEARNERS INVOLVEMENT, EXTERNAL EVALUATION  
AND METHODOLOGY.****Purpose:**

The purpose of CLVEC Self-Evaluation procedures is to promote a reflective culture within the organization, and facilitate the effective evaluation of our provision.

**Staff Involved:** Programme Coordinators leading teams of Tutors, Research & Evaluation Officer.

<b>Procedures</b>	<b>Method</b>	<b>Evidence</b>
<b>Responsibility</b>	Management Team Quality Assurance Sub-group Relevant programme staff.	<ul style="list-style-type: none"><li>• Minutes of Management Meetings</li></ul>
<b>Frequency</b>	Each programme will be self-evaluated during the 5 year period.	<ul style="list-style-type: none"><li>• Timetable agreed at Management Meeting</li></ul>
<b>Range</b>	Self-Evaluation will be done at a Learning programme level (e.g. VTOS, Youthreach, etc).	
<b>Learner Involvement</b>	Views and feedback from learners will form an integral part of the self-evaluation through evaluation forms, questionnaires or focus groups.	<ul style="list-style-type: none"><li>• Questionnaires returned</li><li>• Returned evaluation sheets</li><li>• Notes of focus groups</li></ul>
<b>External Evaluation</b>	External evaluation will be built into the system, through a cross-programme approach and the input from peers from different programmes across the Service.	<ul style="list-style-type: none"><li>• List of people involved in the self-evaluation</li></ul>
<b>Methodology</b>	A self-evaluation Team will design and implement the process using all feedback from tutors, learners and Coordinators, and use it to draw conclusions and recommendations on the courses provided by CLVEC Adult Education Service.	<ul style="list-style-type: none"><li>• Self-Evaluation Report</li></ul>