

## **Ennis College of Further Education (Ennis Community College) QA Policies and Procedures**

### **POLICY STATEMENT: B1 COMMUNICATIONS**

**Ennis College of Further Education-Ennis Community College is committed to providing a communications system for circulating relevant, accurate and up to date information and feedback to learners, staff and stakeholders in a manner appropriate to the facilitation of dialogue with a diversity of learners.**

### **PROCEDURES**

- B 1.1 Communication with Learners**
- B 1.2 Communication with Staff**
- B 1.3 Communication with other Stakeholders**

## Ennis College of Further Education

<b>Procedure Title: Communications</b>	<b>B.1.1 Communication with Learners</b>	<b>Version: v4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes the methods of communication to ensure good dialogue with learners in a manner that respects diversity and is relevant to the programmes and services provided by the Adult Education Service.			
<b>Staff involved:</b> Course tutors, programme coordinators, centre managers, administration staff			
<b>Method</b>	<b>Who does it?</b>	<b>Evidence Generated</b>	
Information- Student handbook. PLC /F.E. Prospectus. Open Morning/Evening	Course Tutors/ Administration staff/ Principal and Centre Manager	Students receive a copy of handbook. Prospectus Samples on file.	
Information- Website	Programme coordinators/IT staff and Centre Manager	Website addresses: <a href="http://www.furthereducationennis.com">www.furthereducationennis.com</a> <a href="http://www.lcfet.ie/Course-search.aspx">http://www.lcfet.ie/Course-search.aspx</a> <a href="http://www.qualifax.ie">www.qualifax.ie</a> <a href="http://www.cao.ie">www.cao.ie</a> PLSS Solas system	
Information- Media advertising	Programme coordinators/administration staff	Samples on file. Copies from local media advert. Community Diary on Clare FM, Parish Newsletters, Library, Citizens Information. <a href="http://www.clarefocus.ie">www.clarefocus.ie</a> , past pupils	
Information- Guidance service	Coordinators/course tutors for referrals Guidance personnel for delivery of service	Annual report from guidance with numbers of learners who attended service etc.	
Feedback- Course evaluation	Centre Manager	Learner verification: evaluation sheets	
Feedback- Group meetings	Course Tutors/Programme co- ordinators/Learners	Meetings by tutors – formal and informal. Minutes taken and circulated for formal meetings. Focus Group: 1 per year.	
Feedback- Issue-centred focus groups	Programme coordinators/centre manager	Minutes taken and circulated to staff.	
Information- Via phone, email, post, face to face meetings	Course tutors, programme coordinators, centre managers, administration staff.	File with application forms and contact details, copies of communications where relevant	

## Monitoring

Monitor	Frequency	Method(s)
Centre manager	Yearly	Consultation with learners Review of learner evaluation sheets Review of records of meetings Review of information file Review of media file

**Ennis College of Further Education**

<b>Procedure Title: Communication</b>	<b>B.1.2 Communication with Staff</b>	<b>Version: v4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes the methods of communication to ensure good staff and commitment at Ennis Community College.			
<b>Staff involved:</b> Course tutors, programme coordinators, centre managers, administration staff and Principal			
<b>Method(s)</b>	<b>Who does it</b>	<b>Evidence Generated</b>	
Information- Staff Handbook. Phone, post, internal memos, email, meetings	Course tutors, programme coordinators, centre managers, administration staff and Principal	Each Tutor receives a copy of the staff handbook. Copies of post, memos e-mails, minutes of meetings	
Information- Noticeboards	Course tutors, programme coordinators, centre managers, administration staff and principal	Notice boards visible Copies of notices on file	
Information- Staff calendar	All staff	Notice board, staff web calendar, staff handbook	
Information - Programme Timetable / Tutors	Programme coordinators, Administration Staff, Centre Manager, and Principal	Copy on file and noticeboard, Timetable Facility in Main office, VS ware	
Information/Feedback- Staff Meetings	Information/Feedback to General staff at Whole Staff meetings, Information/ Feedback to PLC staff at Team Meetings. Post holders meetings	Minutes on file	
Information/Feedback- Staff review day	All Staff	Programme for the day – Minutes on File	
<b>Monitoring</b>			
<b>Monitor</b>	<b>Frequency</b>	<b>Method(s)</b>	
Principal/Centre manager	Yearly	Consultation with staff Review of records of meetings Review of information/media files	

## Ennis College of Further Education

<b>Procedure Title:</b> <b>Communication</b>	<b>B 1.3 Communication with Stakeholders</b>	<b>Version: v4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes the methods of communication to ensure good dialogue with stakeholders in a manner that respects diversity and is relevant to the activities of the Adult Education Service.			
<b>Staff involved:</b> Course tutors, programme coordinators, centre managers, administration staff and Principal			
<b>Method(s)</b>	<b>Who does it</b>	<b>Evidence generated</b>	
PLC /F.E. Prospectus	Programme coordinators/administration staff	Copies on file	
Membership on external boards, committees e.g. VEC, Board of Management etc.	Principal, Board of Management	Principal and LCETB/FET generate annual reports.	
Website	Principal, Centre managers, programme coordinators, IT staff	Website address <a href="http://www.furthereducationennis.com">www.furthereducationennis.com</a>	
Work Placement Supervisors	Tutors/course co-ordinator	Letters, supervisor's reports	
QQI	Centre managers, programme coordinators, course tutors	Contact records available.	
Open day/Induction day	Centre Managers, tutors, programme co-ordinator	Adverts, promotion material on file	
Media Advertisements	Centre Managers, tutors, programme co-ordinator	Adverts, newsletters, promotion material on file	
<b>Monitoring</b>			
<b>Monitor</b>	<b>Frequency</b>	<b>Method(s)</b>	
AEO/Centre managers	Yearly	Consultation with stakeholders Review of records of meetings Review of information/media files	

Provider – Ennis College of Further Education

**B.2 – Policy on EQUALITY**

*It is the policy of the Ennis College of Further Education at Ennis Community College, under the patronage of LCETB to ensure that its programmes of education and training should be delivered in a manner that promotes equality of opportunity, combatting racism, harassment and bullying, thus accommodating diversity.*

**B. 2 – Procedure on Equality**

*B2.1 Equality Training*

*B 2.2 Equality Planning*

<b>PROVIDER NAME: Ennis College of Further Education</b>		<b>Policy Area: B2 EQUALITY</b>	
<b>Procedure Title:</b>	<b>B2.1 Equality Training</b>	<b>Version: V4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure outlines equality awareness training mechanisms within the centre. The objective is to ensure that all staff be familiar with equality issues and the pertinent legislation.			
<b>Staff Involved:</b> Tutors, learners, coordinators, organizers, centre manager.			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<b>Equality Policy</b>	Centre Manager, Principal, in conjunction with LCETB/FET QOI division	Policies are circulated to all staff/learners via noticeboard and website.	
<b>Keeping abreast of equality issues and legislation</b>	Centre Manager, Principal, in conjunction with LCETB/FET QOI division	Solas FET Strategy <a href="http://www.ihrec.ie/">http://www.ihrec.ie/</a> New staff is inducted with a copy staff handbook with reference to equality policy also available for staff on the shared network drive.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
The above-mentioned committees, centre manager, programme coordinators, and Principal	Annually	Consultation with coordinators and tutors	

<b>PROVIDER NAME:</b> Ennis College of Further Education		<b>Policy Area: B2 EQUALITY</b>	
<b>Procedure Title: Equality</b>	<b>B2.2: EQUALITY PLANNING</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure outlines mechanisms in equality planning taking place on a regular basis within the organisation			
<b>Staff Involved:</b> Education Plan Coordinator, school Principal, programme coordinators, tutors, learners.			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<b>5 Year Education Plan</b>	<b>Solas Strategy</b>	<b>FET</b>	Publication of 5 year Plan with LCETB <a href="http://www.lcfet.ie/">http://www.lcfet.ie/</a>
	LCETB strategy	FET	<a href="https://fetupdate.files.wordpress.com/2015/05/design-may15-lcfet-strategic-framework.pdf">https://fetupdate.files.wordpress.com/2015/05/design-may15-lcfet-strategic-framework.pdf</a>
<b>Ennis Community College – College of Further Education Equality Policy Review</b>	Centre Manager and Programme co-ordinator		Annual review of college Equality Policy – minutes of meetings
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Education plan co-ordinator, Principal, Centre Manager, Programme co-ordinators	Annually	Consultation, meetings, planning days	



Ennis College of Further Education

**B.3 – Policy on Staff Recruitment and Development**

*Ennis College of Further Education at Ennis Community College is committed to recruiting suitably qualified and experienced personnel best matched to the particular job specification. Staff training is provided as training needs arise.*

<b>PROVIDER NAME: Ennis College of Further Education</b>		<b>Policy Area: B3 Staff Recruitment and Development</b>	
<b>Procedure Title:</b>	<b>B3.1 Staff Recruitment &amp; Allocation</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes the methods by which staff are recruited in line with LCETB recruitment policies and National Legislation.			
<b>Staff Involved:</b> Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators, Selection Board.			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	

<p><b>Check allocation/budget</b></p> <p><b>Design Job Specification</b></p> <p><b>Advertise Nationally/Locally (depending on the nature of the post)</b></p>	<p>Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators, Selection Board.</p>	<p>HR records with LCETB and Principal</p> <p>Recruitment process detailed and in place with LCETB</p> <p>Website information on LCETB</p> <p>Job advertisements with LCETB</p>
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**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators, Selection Board.	Annually or as necessary	LCETB HR Dept quality control – interviews with staff, performance appraisal etc

<b>PROVIDER NAME: Ennis College of Further Education</b>		<b>Policy Area: B3 Staff Recruitment and Development</b>	
<b>Procedure Title:</b>	<b>B3.2 Staff Induction</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes the method by which staff attend their induction training programme into their new role in line with LCETB policies.			
<b>Staff Involved:</b> Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators.			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<b>Identify new staff and their areas of work</b> <b>Set out date and location, design timetable for the induction training</b> <b>Compile all relevant information and invite guest speakers</b> <b>Have all handouts and delivery media ready</b>	Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators	Induction process with LCETB HR Dept detailed and in place All Staff since 2003 have received VEC/LCETB induction and mentoring Ennis College of Further Education Mentoring system for staff in new roles	

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators	Annually or as necessary	Clare VEC HR records, feedback forms etc

<b>PROVIDER NAME: Ennis College of Further Education</b>		<b>Policy Area: B3 Staff Recruitment and Development</b>	
<b>Procedure Title:</b>	<b>B3.3 Staff Development</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes the method by which staff are trained, developed and supported in their role as employees of LCETB FET in line with LCETB policies.			
<b>Staff Involved:</b> Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators.			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<b>Training Needs Analysis will be carried by an implementation group – currently in training for this task</b>  <b>Training Plan to be compiled with time frame targets</b>	Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators	Annual Training Needs Analysis  Regular updates on any training opportunities  Cross-team training for new staff	

## Monitoring

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Human Resources Manager, HR Dept, Principals, Centre Managers, Programme Co-ordinators	Annually or as necessary	Clare LCETB training records Ennis Community College training records Centre Director Tutor feedback

## **B4 Access, Transfer and Progression**

**Ennis Community College aim to facilitate learners at both the entry stage into a programme and the successful participation while on a programme of learning. They are fully committed to enable learners to:**

- **make informed choices regarding programmes on offer**
- **enter into a programme with recognition of prior learning and without unnecessary barriers**
- **successfully participate in a programme**
- **enable learners who so wish to transfer or progress to another programme offered by the provider or others leading to an award within the National Framework of Qualifications**



**PROVIDER NAME: Ennis Community College**

<b>Procedure Title:</b>	<b>B4.1 Information provision</b>	<b>Version: V.4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure up to date information is available at all times on a wide range of programmes and associated services to enable learners to make informed choices.

**Staff Involved:** Centre Manager, Programme Co-ordinators, Programme tutors, Guidance Service

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
Providing information on education and training courses Providing information qualifications, certifications Providing information on grants / funding	Programme Co-coordinators / tutors  Guidance Service	<ul style="list-style-type: none"> <li>▪ Resources containing up to date information on courses, careers etc. used for open morning.</li> <li>▪ Information from on Accounting Technicians Ireland, 3<sup>rd</sup> level colleges, career guidance.</li> <li>▪ Notice Boards displaying news from various education institutions.</li> <li>▪ Visits in from LIT, IATI, Bucks University, Guidance Services etc</li> <li>▪ Learner handbook information on websites; qualifax, cao, susi etc</li> </ul>
Providing information on relevant support services in the local area.	Programme Co-coordinators / tutors  Guidance Service	<ul style="list-style-type: none"> <li>▪ Information available on various support services which learners can access.</li> <li>▪ Ms Fiona Christie, Guidance Counsellor</li> <li>▪ Adult Education Guidance Services, Clonroad</li> <li>▪ Local Recruitment agencies visit in.</li> </ul>

<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Manager	Regularly	Meetings with PLC staff
Co-Ordinators	Regularly and Annually	Consultation with staff and learners. Review of course evaluation report / sheets.

**PROVIDER NAME: Ennis Community College**

<b>Procedure Title:</b>	<b>B4.2 Learner Entry Arrangements</b>	<b>Version: V4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> To ensure that the Ennis Community College arrangements for selecting learners for their programmes are transparent and fair and that potential learners can be made aware of the process involved.			
<b>Staff Involved:</b> Centre Manager, Programme Co-ordinators, Guidance Service			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Clear information is available on entry requirements for all programmes to ensure there is no confusion.	Centre Manager , Programme Co-ordinators	Programmes brochures available outlining exact entry requirements: Printed prospectus, college website and online for PLSS	
Application forms asking specific questions regarding an individuals situation needs to be completed and submitted to relevant programme co-ordinator. All application forms for then reviewed and prioritised.	Programme Co-ordinators	Comprehensive application forms available for all programmes.	
All applicants are invited for interview so that informed decisions on the most suitable course available for them can be made.	Centre Manager, Programme Co-ordinator, tutors	Completed forms and interview schedule. Sign off sheets at interview indicating position of application and copied to learner.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Programme Co-ordinators	Annual	Clear Statements available on entry requirements and selection process for each programme available.	
Programme Co-ordinators	Annual – September	Meet all students to ensure they have chosen correct course / subjects etc. Exam entry form checked in springtime.	

**PROVIDER NAME: Ennis Community College**

<b>Procedure Title:</b>	<b>B4.3 Recognition of prior learning</b>	<b>Version: V4</b>	<b>Date: Jan 2018</b>
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**Purpose:** This is in place to recognise if a learner entering a programme has already received previous awards which may be relevant.

**Staff Involved:** ICT Steering group, Programme Managers

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
Application forms include details of prior learning. Checked at interview.	Programme Co-ordinator, tutors	Application form kept on file. Certificates from prior learning required.
QQI and Facility files kept on all current and past clients.	Programme Co-ordinator, tutors	Files online with QQI and in main office in Facility
Guidelines on assessing prior learning.	Programme Co-ordinator	Guidelines on file and followed when required for recognition of prior learning.

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Manager, Programme Co-ordinator, Tutor	Annual	Ensure records are correctly filed and a second person checks data input.

**PROVIDER NAME: Ennis Community College**

<b>Procedure Title:</b>	<b>B4.4 Facilitation of Diversity</b>	<b>Version: V4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> Access to all programmes should be without the hindrance of unnecessary barriers. Therefore it is necessary for certain programmes to be adapted or specific supports made available to individuals or groups with particular needs to successfully participate transfer and progress.			
<b>Staff Involved:</b> Centre Manager, Programme Co-ordinator, Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Ensure there is reasonable accommodation for people with a disability.	Centre Manager	Physical adaptations to the premises, if necessary, to increase access.  Additional learning needs identified at interview.  Additional supports, including technology, SNA, learning resource hours, applied for through school management in September.	
Programme co-ordinator, tutors, guidance service provide support to ensure the learner is matched with the most suitable programme	Centre Manager & Guidance Service	One-to-one guidance on requirements through interview.	
Tutors facilitate study skills, overcoming learning difficulties, memory techniques, time management etc.	Tutors	Tutors informed of additional needs at the outset.  Study skills included as part of programme delivery and assessments.  Sample exam style questions used in teaching.  Mock exams run.	
Learner Induction programme	Programme co-ordinator, tutors	Induction programme run before programme commences so that the learner gets a better idea as to what the programme is all about. Introduction to computers, review of student handbook, familiarity with assignments completion methods etc	

<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Managers, tutors	Regular	Centre meetings, tutor records of student progress, student feedback forms.

Provider - Ennis College of Further Education

B.5 – Policy on Programme Development, Delivery and Review.

It is the policy of Ennis College of Further Education at Ennis Community College to ensure that programme development, delivery and review takes place in an environment where learning is encouraged and supported in response to the diverse needs of the learner and the community.

Programme development will ensure that a clear identification of learner needs is central to the design, approval and planning of the programme.

Programme delivery will be responsive to student learning styles with adherence to Health and Safety regulations and with appropriate provision and maintenance of resources.

Learner records of participation and progress, in accordance with programme requirements, will be maintained on each programme.

A regular review of programmes will ensure responsiveness to changing demands of the community and the needs of the learner.

<b>PROVIDER NAME: Ennis College of Further Education</b>		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.1 Needs Identification</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes how the needs of the learner and of the community are identified in programme development.			
<b>Staff Involved:</b> Centre Manager, Programme Co-ordinators, Programme tutors, Guidance Service			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>Meetings: PLC meetings are used as a forum to review student feedback on course offerings and suggestions for new modules and courses.</p> <p>Input from Students: Feedback from students during the year is used to influence modules and course choices.</p> <p>Community input: Career Guidance and second level students offer</p>	Centre Manager, Programme Co-ordinators, Programme tutors, Guidance Service.	<p>PLC meetings.</p> <p>Student feedback records.</p> <p>Communications from Guidance.</p>	
Analysis of market developments, courses succeeding in outer centres, new courses developed by QQI.	Centre Manager, Programme Co-ordinators, Programme tutors, Guidance Service.	Annual PLC meeting.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Programme Co-ordinator and tutors	Annually	Consultation between management, guidance, programme co-ordinator, tutors and learners.	
<b>PROVIDER NAME:</b> Ennis College of Further Education		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	



<b>Procedure Title:</b>	<b>B5.2: Programme Design</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes how the programme structure, delivery and assessment methodologies are relevant to the personal development, participation in community, employment and access to further education and training of the learner.			
<b>Staff Involved:</b> Programme Co-ordinator, Principal, Programme tutors and co-ordinators			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Program development and design is in line with QQI procedures and Limerick & Clare Education and Training Board procedures.	Programme Co-ordinator, Principal, Tutors, QQI	Feedback from learners Feedback from subject tutors in PLC meetings Specific development meetings QQI descriptors and documentation	
Program design is in line with QQI procedures and may involve expertise from external experts, other centre providers and the external authenticator.	Management & Prog. co-ordinators, Tutors, external expertise	QQI documentation Programme and module documentation External authenticator feedback External expert feedback if sought	
Programme design should incorporate a fair and consistent method of assessment in line with guidelines from the external accrediting body (QQI)	Programme tutors	Feedback from subject matter experts. QQI guidelines for programme development.	
Programme design should, where relevant, facilitate opportunities for learners to engage in work experience with local employers in the community.	Programme tutors & prog. co-ordinators.	Correspondence and meetings between staff and employers. Student journals / learner records / employer verification.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Programme Co-ordinator	Term	PLC meetings	

Principal	Annual	Meeting with PLC Coordinator
Tutors	Term	PLC meetings
QQI and External Authenticator	Annual	May exams meeting QQI requirements and External Authenticator's report

<b>PROVIDER NAME:</b> Ennis College of Further Education		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.3: Programme Approval pre-submission for Validation.</b>	<b>Version: 4</b>	<b>Date:</b> Jan 2018
<b>Purpose:</b> Programmes should be checked and approved prior to being submitted to QQI for validation.			
<b>Staff Involved:</b> LCETB			
<b>Method(s) used to carry out this procedure</b>		<b>Who does it</b>	<b>Evidence generated by this procedure</b>
Programmes design should be checked for its relevance, structure, delivery and assessment methodologies.		LCETB and QQI	Programmes are now validated through LCETB and QQI
Budget allocation and resource availability should be approved for programme.		Management	Records of resource & budget allocation with LCETB and Management.
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
LCETB and QQI	Annual	Descriptors are available through LCETB	
Management	Annual	Management records	

<b>PROVIDER NAME: LCETB</b>		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.4: Programme Planning</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes how the programme will be incorporated into the schedule.			
<b>Staff Involved:</b> Programme tutors, Co-ordinators.			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
The programme is translated into a plan setting out timetables / schedules for delivery.	School management, Programme co-ordinator & tutor	Timetable of programme delivery. Schedules of assessment, work experience allocation.	
Content is developed	Centre Director and tutor	The tutor gathers resources including books, websites and previous material/samples to develop content. Training provided as necessary.	
Assessment pieces are devised	Tutor	The tutor drafts the assignment briefs and exam questions to meet the component requirements.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
External Examiner	Annual	Annual authentication process	
Centre Director	Throughout the process	Checking tutor training requirements, ensuring course plan in place, with content for teaching and assessment materials ready.	

<b>PROVIDER NAME:</b> Ennis College of Further Education		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.5: Programme Delivery</b>	<b>Version: 4</b>	<b>Date:</b> Jan 2018
<b>Purpose:</b> This procedure describes how to deliver a student-centred programme which is flexible and responsive to student needs.			
<b>Staff Involved:</b> Programme tutors & co-ordinators			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Tutors should have sufficient resources, methods and flexibility to use delivery styles appropriate to learners	Programme tutors	Learning resources & materials – e.g. worksheets, use of IT, alternative learning environments, presentations, external speakers etc.	
Tutors & co-ordinators should review the delivery of the programme to make improvements and determine the effectiveness of their work.	Programme tutors, co-ordinators	Minutes of staff meetings. Learner verification: feedback / questionnaires / evaluation sheets. Records of programme changes made in response to learner feedback.	
Programme timetables should be adhered to, whenever possible, in event of staff absence.	School management, Programme tutors & co-ordinators	Cover provided for, wherever possible, for planned absence.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Centre Director	Ongoing	Evaluations, focus groups, learner feedback, tutor feedback, assessment results	

<b>PROVIDER NAME: Ennis College of Further Education</b>		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.6: Learner Records</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes how to maintain records of learner participation and achievement.			
<b>Staff Involved:</b> programme tutor			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
The programme tutor should maintain records of attendance, progress in the programme and certification.	Centre Director and tutors	VS ware Attendance records. Feedback sheets. Certification records.	
Data required by QQI for production of awards and statistical analysis should be collected.	Centre Director and tutors	Student application forms. Exam entry forms Programme review reports. Annual FARR reports to LCETB	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Centre Director and Tutors	Ongoing and Annual	VS ware records Provisional Results IV and EA Final results	

<b>PROVIDER NAME:</b> Ennis College of Further Education		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.7: Provision and Maintenance of Learning Facilities / Resources</b>	<b>Version: 4</b>	<b>Date:</b> Jan 2018
<b>Purpose:</b> This procedure describes how learners on the programme receive adequate allocation of resources and access to facilities conducive to a supportive learning environment.			
<b>Staff Involved:</b> programme tutor			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Adequate resources and materials should be allocated and maintained to ensure that all learners can participate successfully on the programme.	Management, Programme co-ordinator & tutor	Requirements identified at the beginning of the programme. Purchase order system in place.	
Measures taken to ensure equal access to premises, facilities and resources for all learners.	Management, Programme tutor & co-ordinator	Wheelchair accessibility & adaptations in premises	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Management and Centre Director	Ongoing and Annual H&S Audit	Physical check of inventory and repair or replacement of equipment	

<b>PROVIDER NAME: LCETB</b>		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.8: Health and Safety</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes how premises and facilities are accessible and maintained to ensure the health and safety of all staff and learners.			
<b>Staff Involved:</b> Management, Programme co-ordinators and tutors.			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
All premises and facilities should be checked for evacuation procedures and hazards and should be maintained to ensure the health and safety of all staff and learners.	Management, Programme co-ordinator & tutor	Safety statement. Fire evacuation notices. Hazard checklists. Safety Officer reports. Budget allocation for maintenance of premises / facilities/Summer works schemes	
Training for staff in First Aid, safe use of machinery and Health and Safety awareness.	Management, Programme tutor & co-ordinator	Staff training records, First-Aid/manual handling/Fire training schedules. Notices of safe handling of machinery and hazardous material.	
Appointment of Safety Representative	Management	Responsibilities of safety representative.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
<b>LCETB HR, School Management</b>	<b>Annual</b>	<b>H&amp;S Audit Training records with management and HR</b>	



<b>PROVIDER NAME: LCETB</b>		<b>Policy Area: B5 – Programme Development, Design &amp; Delivery</b>	
<b>Procedure Title:</b>	<b>B5.9: Programme Review</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> This procedure describes how regular reviews ensure the continued relevance of the programme to the diverse needs of the learner and the community.			
<b>Staff Involved:</b> programme tutor & co-ordinator			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Informal review of programme carried out at intervals throughout its duration	Programme tutor & learners	Learner feedback, tutor feedback	
Annual review of programme with provider and LCETB	Management, Programme tutor & co-ordinator	Annual review reports Statistical reports of learner achievement. Learner evaluation sheets Surveys for government reports / community organisations and employers Management meeting agendas.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Management and Centre Director	Annual	Evaluation sheets, Focus group records, Evaluation Reports, minutes of meetings and IV/EA reports	

## B6 FAIR AND CONSISTENT ASSESSMENT OF LEARNERS

It is the policy of Ennis College of Further Education at Ennis Community College to ensure fair and consistent assessment of learners by co-ordinated planning in accordance with QQI criteria. This co-ordinated planning to include recruitment of tutors capable of meeting QQI standards; staff meetings; evaluations; adequate provision of classes and resources; adequate planning of dates and times for assessment; and procedures in place to ensure the integrity of the certifying process

<b>PROVIDER NAME Ennis College of Further Education</b>			
<b>Procedure Title:</b>	<b>B6.1 Co-ordinated Planning of Assessment.</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> To ensure that all learners are familiar with the requirements for assessment.			
<b>Staff Involved:</b> Programme co-ordinators, internal assessors and administrative staff			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Submit course outline, assessment methods and timetable to co-ordinator	Tutors	Copy on file.	
Programme meeting to plan co-ordinated assessment schedule.	Programme Co-ordinators and Tutors	Minutes taken and circulated.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Centre Director	At commencement of programmes.	Consult with tutors, course plans on file.	

**PROVIDER NAME** Ennis College of Further Education

<b>Procedure Title:</b>	<b>B6.2 Disseminating Information to Learners</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that Learners are familiar with the requirements for assessment

**Staff Involved:** Programme co-ordinators, administrative staff, tutors.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
Course plans and assessment requirements to be published to learners in September.	Programme Co-ordinators, administrative staff.	Copy on file.
Learners to receive copy of course outline, assessment requirements and schedule at commencement of programme.	Tutors.	Copy to Programme Co-ordinator to be kept on file
Learners to be informed of the reasonable accommodations that can be made available should a student need it. (The student should also make it known at the earliest possible moment if special circumstances are required).	Tutors and Programme Co-ordinators.	Application forms for special treatment. Reader/scribe/tape/video etc available for assessments
Learners to be informed in writing of the appeals process when they receive their results.	Programme co-ordinators.	Copy of results letter and form on file.

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director	Commencement of Programme	Additional needs requirements on file Timetable of additional supports Course plans and assessment requirements on file

**PROVIDER NAME** Ennis College of Further Education

<b>Procedure Title:</b>	<b>B6.3 Security of Assessment Related Processes and Material.</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure the security and integrity of learner work and the assessment materials and process.

**Staff Involved:** Programme Co-ordinators, internal assessors, tutors and administrative staff.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
All internal assessors to be issued tutor handbook that provides for the secure storage of assessment materials, assessment records and learner work.	Programme Co-ordinators, administrative staff.	Tutor handbook Locked storage room
All internal assessors to be issued with guidelines re integrity to ensure that they are aware of them and provide learners with the assessment regulations.	Programme Co-ordinators, administrative staff.	Tutor handbook Details of student rules re plagiarism and referencing
In the case of submitted work students must attest in writing that it is their own work, date-stamped receipts are issued for any submitted work.	Tutors	Authorship statements, tracker sheets
In the case of examinations attendance rolls are taken and the exam should take place under examination conditions and the supervision of a tutor other than the internal assessor.	Tutors, Internal Assessors.	Attendance rolls on file.

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Programme Co-ordinators	Ongoing	Internal Verification, authorship statements and attendance roll. External Authentication checks

**PROVIDER NAME Ennis College of Further Education**

<b>Procedure Title:</b>	<b>B6.4 Reasonable Accommodation</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that assessment methodologies are adapted as necessary and reasonable to cater for all persons covered by the nine grounds of Equality Legislation.

**Staff Involved:** Programme Co-ordinators, tutors, internal assessors, administrative staff.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
All staff involved in the programme to be made aware of the Equal Status Acts 2000-2004 and of the consequent need to provide reasonable accommodation to those covered under the Acts who may otherwise be excluded from demonstrating their achievement of the standard being assessed.	Programme Co-ordinator, administrative staff.	Details of additional needs given to tutors as required. Planned modifications of content, delivery and assessments to meet needs.
Everyone involved in the programme (staff and learners) to be made aware that assessment methodologies can be adapted to cater for the needs of all learners on an equal basis.	Programme Co-ordinator	Adapted assignment briefs and course materials. Minutes of meetings.

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director	Commencement of Programme	Needs assessments and plans on file. Minutes of meetings.

**PROVIDER NAME** Ennis College of Further Education

<b>Procedure Title:</b>	<b>B6.5 Ensuring Consistency of Marking Between Assessors</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that there is reliability of marking between assessors and that all students receive a valid and accurate grade.

**Staff Involved:** Programme co-ordinators, internal assessors, administrative staff.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
Meetings to be held regularly between assessors	Internal Assessors	Minutes of assessors team meeting. Share briefs and exams on file.
Guidelines relating to assessment are made available to all assessors prior to course commencement.	Centre Director, administrative staff.	Sharepoint access for all staff. E-mails of changes from Centre Director.
Assessors to submit proposed assessment material and marking scheme based on the guidelines.	Internal Assessors	Assessment Materials, Marking Scheme.
Internal Assessors to complete a checklist for EA folder and box. IV report indicating tutors have verified the work is the students own, that the assessment criteria have been applied, that the assessment is complete and marked according to the marking scheme and that marks have been calculated correctly.	Internal assessors	Assessor Checklist

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director	Following learner assessment.	Calculation of inter-assessor reliability using the results of a broad sample of learners. Monitoring the appeals process records.

**PROVIDER NAME** Ennis College of Further Education

<b>Procedure Title:</b>	<b>B6.6 Assessment Performed by Third Parties</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
<b>Purpose:</b> To ensure that, where carried out by third parties, assessment is fair and consistent.			
<b>Staff Involved:</b> Programme Co-Ordinator, Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
In the case of third party training bodies, the contracted party must be a member of a certified professional organisation and a certified trainer/assessor. A contract outlining course content and assessment requirements including times and dates of delivery and assessment is to be drawn up. All learners asked to provide written feedback both after the first session and at the end of the course.	Centre Director	Evidence of training bodies' membership of a professional organisation to be kept on file. Contract with third party provider to be kept on file. Learner Feedback Reports.	
In the case of employers providing learners with work experience, the terms and conditions of the placement should be agreed beforehand and the learner made aware of them. All employers should receive guidelines on writing feedback reports. Log books/diaries to be kept by the learner while on work experience.	Centre Director	The terms of each placement kept on file. Employer guidelines on writing feedback reports kept on file. Learner log books/diaries.	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Centre Director	Prior to Third Party Assessment/ work experience	Work experience letters/templates circulated at the beginning of programme and monitoring of placements after they occur	

**PROVIDER NAME Centre Director**

<b>Procedure Title:</b>	<b>B6.7 Consistency of Marking with National Standard</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that assessors are marking in accordance with the national standard for the award.

**Staff Involved:** Programme co-ordinators, internal assessors, tutors.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
All internal assessors to have access to Sharepoint component specifications and to identify and attend appropriate training.	Centre Director and tutors	In service staff training records and attendance. Access to Sharepoint
IV and EA process.	External examiner, Centre Director	Report from IA and EA examiner.

**Monitoring**



<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director	Annual	IV and EA

**PROVIDER NAME** Ennis College of Further Education

<b>Procedure Title:</b>	<b>B6.8 Feedback to Learners</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that learners receive timely and constructive feedback on their assessments, with this feedback being appropriate to the nature of the assessment.

**Staff Involved:** Programme co-ordinators, tutors.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
Regular tutor/learner feedback.	Centre Director, tutors	Learner feedback records, tracker sheets
Tutors to submit copies of feedback sheets which they have provided to students.	Tutors	Feedback sheets.

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director and Tutors	Ongoing	Feedback sheets and learner records.

**PROVIDER NAME Ennis College of Further Education**

<b>Procedure Title:</b>	<b>B6.9 Learner Appeals</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that there is a procedure whereby learners can appeal a result that they feel to be unfair.

**Staff Involved:** Programme co-ordinators, internal assessors, administrative staff.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
In the case of a student who wishes to appeal, the internal assessor will meet with the appellant and discuss the merits of their case and how best to proceed	Centre Director and Tutor	Appeal form and letter issued with provisional results. Record of meetings with students who wish to appeal.
Should the student wish to continue, the appeal will be facilitated in accordance with the appeal process of the certifying body.	Centre Director and Tutor	Appeals Procedure. Copy of appeal material kept on file

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director	Annually	Examine records of learner appeal, learner feedback.

**PROVIDER NAME Ennis College of Further Education**

<b>Procedure Title:</b>	<b>B6.10 Return of Certification of Data</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that all data submitted to QQI for certification purposes are checked for accuracy and reliability.

**Staff Involved:** Programme co-ordinators, administrative staff.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
Exam entry forms used for source of learner details	Centre Director and Tutor	QQI records and exam entry forms
Results summary sheets used for results entry	Centre Director and Tutor	Summary sheets
EA signed off results summary sheets used for final submission	Centre Director and Tutor	EA results sheets cross checked with final provisional results

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director	At time of data submission	EA results sheets and provisional results

**PROVIDER NAME Ennis College of Further Education**

<b>Procedure Title:</b>	<b>B6.11 Corrective Action</b>	<b>Version: 4</b>	<b>Date: Jan 2018</b>
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**Purpose:** To ensure that there is an action plan in place to deal with any errors, omissions and/or deliberate acts that impact on the validity of the assessment process.

**Staff Involved:** AEO, programme co-ordinators.

<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>
If an error, omission or deliberate act that impinges on the validity of assessment is discovered then the centre co-ordinator must be immediately notified.	Centre co-ordinator/tutor	Evidence retained and QQI records corrected or QQI notified if necessary
IV/EA errors discovered	Centre co-ordinator, IV, EA, Tutor	Evidence retained and QQI records corrected or QQI notified if necessary
The recommendation and implementation of disciplinary or corrective action where necessary.	Centre Director, Principal	Records of corrective action taken.

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Centre Director	Where Necessary	Review of the assessment corrective action.

**POLICY STATEMENT: B7 Protection for Learners**

**Ennis College of Further Education at Ennis Community College is not subject to Section 43 of the Qualification Act and therefore does not have any arrangements in place to comply with this.**

