



*County Limerick VEC  
Adult Education and Lifelong Learning*

*Policy Statements and Procedures for  
FETAC Quality Assurance*

*February 2007*

# Introduction

The Quality Assurance programme detailed below relates to the Adult Education Department of County Limerick VEC. It applies to the following Learning Programmes:

- Vocational Training Opportunities Scheme (VTOS)
- Youthreach
- Senior Traveller Training Centres (STTC's)
- Back to Education Initiative (BTEI)
- PLC's
- Adult Learners Support Service
- Community Education

This manual covers 19 centres. Policies and Procedures cover all of the above programmes as well as each location attached to these programmes.

For the purpose of external evaluation, each individual location will provide at least two records of compliance for each procedure. This will provide evidence of implementation of our quality assurance system at local level.

# Table of Contents

<b>B1</b>	<b>Communications</b>	<b>6</b>
1.1	Communications with Learners	7
1.2	Communications with Staff	8
1.3	Communications with other Stakeholders	9
<b>B2</b>	<b>Equality</b>	<b>10</b>
2.1	Equality Training	11
2.2	Equality Planning	12
<b>B3</b>	<b>Staff Recruitment and Development</b>	<b>13</b>
3.1	Staff Recruitment and Allocation	14
3.2	Staff Induction	15
3.3	Staff Development	16
<b>B4</b>	<b>Access, Transfer and Progression</b>	<b>17</b>
4.1	Information Provision	18
4.2	Learner Entry Arrangements	19
4.3	Recognition of Prior Learning	20
4.4	Facilitating Diversity	21
<b>B5</b>	<b>Programme Development, Delivery and Review</b>	<b>22</b>
5.1	Need Identification	23
5.2	Programme Design	24
5.3	Programme Approval	25
5.4	Programme Planning	26
5.5	Programme Delivery	27
5.6	Learner Records	28
5.7	Provision and Maintenance of Resources	29
5.8	Health and Safety	30
5.9	Review Cycle of Existing Programmes	31

<b>B6</b>	<b>Fair and Consistent Assessment of Learners</b>	<b>32</b>
6.1	Co-ordinated Planning	33
6.2	Information for Learners	34
6.3	Security	35
6.4	Reasonable Accommodation	36
6.5	Consistency between Assessors	37
6.6	Assessment performed by External (third parties)	38
6.7	Consistency with National Standards	39
6.8	Feedback to Learners	40
6.9	Learner Appeals	41
6.10	Return of Certification Data	42
6.11	Corrective Action	43
<b>B7</b>	<b>Protection for Learners</b>	<b>44</b>
7.1	Cessation of Programme	45
<b>B9</b>	<b>Self-Evaluation of Programme and Services</b>	<b>46</b>
9.1	Procedure for Self-Evaluation	47

# Communications

## Policy

It is the policy of County Limerick VEC's Adult Education Department to ensure effective communication based on mutual respect and best practice which is inclusive of diversity.

Therefore we commit to two-way communication by:

- Providing accurate information about our programmes and services
- Seeking constructive feedback

so that we can make our programmes and services relevant to our learners and other stakeholders

<b>Policy Title</b>	<b>B1 Communications</b>		
<b>Procedure Title</b>	B 1.1 Communication with Learners		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To facilitate two-way communication with our learners on their individual and collective experiences of our programmes and services having due consideration for their diverse learning needs.		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Induction for Learners	Centre Management/ Course co-ordinator	Signed Induction Form or Learner Contract
Individual Meetings between learners and tutors at least once a term	Tutors	Schedule of feedback meetings Record of feedback meetings
Recording Learning Experience	Tutors	Learning Journal Student Files
Letters to Students/ Email	Centre Management/ Course co-ordinator	Copies of documents/notices/and electronic files
Programme Evaluation	Centre Management/ Course co-ordinator	Programme Evaluation Sheets

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B 1 Communications</b>		
<b>Procedure Title</b>	B 1.2 Communication with Staff		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To facilitate two-way communication with staff on an individual and team basis		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Staff Meetings/Team Meetings	Programme Management Centre Management/ Course co-ordinator Tutors	Minutes of meeting
Written and verbal correspondence	Centre Management/ Course co-ordinator	Memos, E-mails, Reports
In-service/Staff Development Days	Programme Management/ Centre Management Tutors	Agenda, Minutes, Reports, Attendance Records
Staff Notice Board	Centre Management/ Course co-ordinator/ Tutors	Notice Board

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B 1 Communications</b>		
<b>Procedure Title</b>	B 1.3 Communication with other Stakeholders		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To facilitate two-way communication with other stakeholders who have a current or potential interest in the work we do		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Promotion Stands Open Days	Centre Management/ Course Co-ordinator Programme Management Tutors/Guidance Staff	Promotional booklets Invites, Posters
Advertising – Press and Radio	Programme Management Centre Management	Copy of Advertisements, Posters
Board of Management Meetings	Centre Management	Agenda, Minutes, Reports
Multi-Agency Meetings	Centre Management/ Course co-ordinator	Agenda, Minutes, Reports

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence



# Equality

## Policy

It is the policy of County Limerick VEC's Adult Education Department to ensure equality of opportunity in all aspects of service delivery and employment practices in an environment that is free from discrimination, sexual harassment and harassment/bullying.

<b>Policy Title</b>	<b>B2 Equality</b>		
<b>Procedure Title</b>	B2.1 Equality Training		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that our staff are aware of equality issues and have the capacity to promote equality and combat discrimination		
<b>Staff Involved</b>	Human Resources Division, Programme Management, Centre Management/Course Co-ordinator, Guidance Staff and Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Staff Training/ Induction for new staff	Programme Management Human Resources Centre Management/ Course co-ordinator	Training Records Attendance Records
Access to copies of policies and legislation	Human Resources Centre Management/ Course Co-ordinator	Policy and Legislation folder
Staff Meetings - Disseminate relevant information on equality/discrimination directives	Programme Management Centre Management/ Course Co-ordinator	Minutes of meetings
Observations	Programme Management Centre Management/ Course Co-ordinator	Record of observation and action taken

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B2 Equality</b>		
<b>Procedure Title</b>	B2.2 Equality Planning		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure equality objectives are met through regular audits of provision		
<b>Staff Involved</b>	Human Resources Division, Programme Management, Centre Management, Co-ordinator, Tutors, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Staff Training	Human Resources Programme Management	Training Records Attendance Records
Access to copies of policies and legislation	Centre Management/ Course co-ordinator	Policy and Legislation folder
Facilitating Diversity using adapted teaching methods and materials	Course co-ordinator Tutors	Varied learning materials – computer software, audio, etc.
Observations	Centre Management/ Course Co-ordinator	Record of observation and action taken

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Head Office Quality Staff Member/VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

# **Staff Recruitment and Development**

## Policy

It is the policy of County Limerick VEC's Adult Education Department to ensure fairness and equity in accordance with legislation and good practice in order to guarantee the recruitment of the best available candidate to deliver the most qualitative education provision to the people of County Limerick.

<b>Policy Title</b>	<b>B3 Staff Recruitment and Allocation</b>		
<b>Procedure Title</b>	B3.1 Staff Recruitment and Allocation		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that there is a clear recruitment process and clear recruitment criteria in place to select staff with the necessary qualifications and skills to deliver quality programmes in keeping with Employment Equality legislation.		
<b>Staff Involved</b>	Human Resources Division, Programme Management		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Recruitment Plan Interview Panel Selection Process	Human Resources Programme Management	Job Advertisement/Specification Formation of interview panel Record of selection process
Recruitment of full/part-time staff	Human Resources Programme Management	Advertisements Recruitment guidelines Record of qualifications and references Panel of available qualified staff
Recruitment of volunteer staff	Human Resources Programme Management	Publicity/Advertising Training Selection Support and supervision

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Head Office Quality Staff Member	Annually	Review of Evidence

<b>Policy Title</b>	<b>B3 Staff Recruitment and Allocation</b>		
<b>Procedure Title</b>	B3.2 Staff Induction		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To provide induction for new staff members to support and orientate them in their new role in the context of the provision of organisational information together with outlining the rights and responsibilities of each individual staff member		
<b>Staff Involved</b>	Programme Management		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Team/Staff Meetings	Programme Management	Agenda, Minutes, Attendance record
One to one meetings	Programme Management	Record of Meeting Staff Verification
Tutor handbook - Guidelines	Programme Management	Handbook Guidelines

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Head Office Quality Staff Member/VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B3 Staff Recruitment and Allocation</b>		
<b>Procedure Title</b>	B3.3 Staff Development		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To identify and meet the ongoing training, development and support needs of staff		
<b>Staff Involved</b>	Programme Management, Centre Management, Co-ordinator		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Team/Staff Meetings	Programme Management Centre Management/ Course co-ordinator	Agenda, Minutes, Attendance record Management Reports
One to one meetings	Programme Management Centre Management/ Course co-ordinator	Record of meeting Staff Verification/Evaluation Sheets Management Reports
Training needs analysis	Programme Management Centre Management/ Course co-ordinator	Performance Plan/ Questionnaires

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
Head Office Quality Staff Member/VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

# **Access, Transfer and Progression**

## **Policy**

It is the policy of County Limerick VEC's Adult Education Department to encourage and assist learners in their lifelong learning experience. We shall do this by facilitating access, supporting transfer and promoting progression.



<b>Policy Title</b>	<b>Access, Transfer and Progression</b>		
<b>Procedure Title</b>	B4.1 Information Provision		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that learners have information on programmes and associated services to enable them to make informed choices		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Open Nights / Adult Education Fair	Programme Management Centre Management/ Course co-ordinator Guidance Staff/Tutors	Record of fair Recruitment records
Website	Programme Management Consultant	Website
Publicity Material Brochures	Programme Management	Newspaper Advertisement Programme brochures
Inter-agency work	Centre Management/ Course co-ordinator Guidance Staff Programme Management	Letters, E-mails, Phone calls

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B4 Access, Transfer and Progression</b>		
<b>Procedure Title</b>	B4.2 Learner Entry Arrangements		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure a fair and consistent approach to how learners are selected and entered onto the programme		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Clear details on programme content	Programme Management Centre Management/ Course co-ordinator	Annual prospectus or course brochure
Clear statement of entry requirements	Programme Management Centre Management/ Course co-ordinator	Annual prospectus or course brochure Statement of entry requirements and competencies needed to succeed on programmes
Documented selection procedure	Programme Management Centre Management/ Course co-ordinator	Statement of entry requirements and selection process
Clear appeals procedure	Centre Management/ Course co-ordinator Programme Management	Appeals mechanism statement

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B4 Access, Transfer and Progression</b>		
<b>Procedure Title</b>	B4.3 Recognition of Prior Learning		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To recognise and acknowledge both formal and experiential learning of applicants at point of access to courses		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Assessment of prior learning and experience during pre-entry interviews	Centre Management/ Course co-ordinator Guidance Staff	Learner verification: questionnaires, evaluation sheets  Copies of previous Certificates  Signed agreement of recognised previous learning
Implementation of National Framework on RPL	Centre Management/ Course co-ordinator Tutors Programme Management	Statement of RPL arrangements  Template to be developed at National level  Copies of RPL applications and previous certificates
Assessment of learners	Tutors	Record of Assessment

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B4 Access, Transfer and Progression</b>		
<b>Procedure Title</b>	B4.4 Facilitating Diversity		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To provide learners with opportunities to develop and enhance their knowledge and ensure a spirit of inclusion by recognising the diverse needs of modern society		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Guidance service to match students to programmes	Centre Management/ Course co-ordinator Guidance Staff Programme Management	Student File
Timing of classes to suit participants: morning, afternoon, evening	Centre Management/ Course co-ordinator Programme Management	Timetables
Support services: childcare	Centre Management Course co-ordinator Programme Management	Verification of support provided
Information on Learning Support	Centre Management Course co-ordinator Guidance Staff Programme Management	Record of Support Provided Adapted Teaching Methods

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

# **Programme Development, Delivery and Review**

## **Policy**

It is the policy of County Limerick VEC's Adult Education Department to provide and support a range of learning opportunities that respond to the needs of adult learners. It is our policy to develop the expertise of staff with regard to the development, delivery and review of programmes and services.

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.1 Need Identification		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To provide programmes that meet the needs of our learners		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Survey/research learners needs	Centre Management/ Course co-ordinator Programme Management	Collating learner enquiries Minutes of meetings with groups and individuals
Consultation with relevant agencies and employers	Programme Management	Correspondence with other providers and industry Management reports
Review trends – identify gaps in market	Centre Management/ Course co-ordinator Programme Management	Record of Research Minutes of Meetings

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.2 Programme Design		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To design programmes that reflect VEC assessment policy and facilitate transfer and progression		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Provide programmes to meet learner needs and facilitate transfer and/or progression	Centre Management/ Course co-ordinator Guidance Staff Programme Management	Learning Plans Timetables Agenda and Minutes of meetings
Design programmes that reflect our assessment policy and where possible to incorporate work experience	Centre Management/ Course co-ordinator Guidance Staff Programme Management	Correspondence/meetings between staff and employers Student portfolios
Consultation with Adult Education Officer	Centre Management/ Course co-ordinator	Record of Management Approval

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.3 Programme Approval		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that programmes submitted for validation have been approved by VEC management		
<b>Staff Involved</b>	Programme Management, Centre Management, Course Co-ordinator		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Liaising with FETAC support worker	Programme Management Centre Management/ Course co-ordinator	Record of meeting/discussion
Discussion with programme management	Programme Management Centre Management/ Course co-ordinator	Record of meeting/discussion
Programme checked and approved by management before submission to FETAC for validation	Programme Management Centre Management/ Course co-ordinator	Checklist against FETAC guidelines

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence



<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.4 Programme Planning		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure effective planning of programmes		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Design of programme to suit learner needs	Centre Management/ Course co-ordinator Guidance Staff Programme Management	Minutes of Planning Meeting Programme/Training Plan
Devise Timetable	Centre Management/ Course co-ordinator Tutors	Timetables and Schedules

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.5 Programme Delivery		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure the delivery of programmes using methods and delivery styles appropriate to the learners		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Flexibility of delivery styles	Centre Management/ Course co-ordinator Tutors	Variety of Resources and Learning materials  Learner evaluation sheets
Staff in-service	Centre Management/ Course co-ordinator Tutors Guidance Staff Programme Management	Record of training days
Additional Supports for Learners	Centre Management/ Course co-ordinator Tutors Guidance Staff	Record of specialised assessments, referral to literacy, guidance referral, etc.  Work placement records
Review/evaluation of programmes	Centre Management/ Course co-ordinator  Tutors	Minutes of review meetings

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Needs and Evidence

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.6 Learner Records		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that learner records are available in appropriate form for programme review and evaluation		
<b>Staff Involved</b>	Programme Management, Administration Staff, Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Record of entry, attendance and exit to programme	Centre Management/ Course co-ordinator Programme Management Administration Staff	Registration forms, attendance records, termination forms
Progress Records	Centre Management/ Course co-ordinator Tutors	Tutor Review Notes Learner Review Notes Fetac Records of Achievement
Provision of Support Services	Centre Management/ Course co-ordinator Programme Management	Records of support needs identified
Review/evaluation of programmes	Centre Management/ Course co-ordinator Programme Management Tutors	Minutes of review meetings Programme Assessment Sheets

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.7 Provision and Maintenance of Learning Facilities/Resources		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	Allocation of necessary resources for the successful participation by learners on programmes		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Regular Review of Resources	Centre Management/ Course co-ordinator Programme Management	Budget Allocation  Observation of resources/facilities  Stocktaking Records  Programme Review/Evaluation Reports
Maintenance of Premises	Centre Management/ Course co-ordinator Programme Management	Observation of resources/facilities  Service/Maintenance Records

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.8 Health and Safety		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure the health and safety of all people accessing the premises		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Regular Review of Facilities	Centre Management/ Course co-ordinator Programme Management	Safety Statement Hazard Checklist
Identifying Maintenance Needs	Centre Management/ Course co-ordinator Programme Management	Schedule for Maintenance  Budget Allocation for Repair and Maintenance
Maintaining Fire Safety	Centre Management/ Course co-ordinator Tutors	Record of Fire Drills
Staff Training on Health and Safety	Programme Management Centre Management/ Course co-ordinator Tutors	Safety Training

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B5 Programme Development, Delivery and Review</b>		
<b>Procedure Title</b>	B5.9 Programme Review		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To review programmes at regular intervals to ensure their continued relevance		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Evaluation of Programmes	Centre Management/ Course co-ordinator Tutors Programme Management	Questionnaires/evaluation sheets for learners
Analysis of Learner Achievements	Centre Management/ Course co-ordinator Administration Staff	Implementation Report
External Examiner Visit	Centre Management/ Course co-ordinator	External examiner's report
Programme Team Meetings	Centre Management/ Course co-ordinator Programme Management	Minutes of Meeting

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

# Fair and Consistent Assessment of Learners

## Policy

It is the policy of County Limerick VEC's Adult Education Department to carry out assessment that is:

- Valid for the purpose of FETAC awards
- Understood by staff and learners
- Fair to learners in terms of access and process
- Consistent with national best practice

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.1 Co-ordinated Planning of Assessment		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To facilitate learners by maximising the value of their assessments across the programme		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Programme team meetings to review integration and assessment	Centre Management/ Course co-ordinator Tutors	Minutes of meetings
Programmes designed to take account of integration	Centre Management/ Course co-ordinator Tutors	Tutor meetings Briefs designed to incorporate integration
Formal Assessment and Evaluation	Centre Management/ Course co-ordinator Tutors	Copies of exams, solutions and marking schemes  Completed Exams and Portfolios  External Examiner's Report
Informal Assessment and Evaluation	Centre Management/ Course co-ordinator Tutors	Tutor Records Student Results

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence



<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.2 Information to Learners		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To provide learners with access to necessary information for them to successfully participate in assessment		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Provide learners with information on assessments	Centre Management/ Course co-ordinator  Tutors	Programme Brochure Module Descriptors Assessment Brief Assessment Schedule Regulations for Candidates
Provide learners with information on centre events and general day to day information	Centre Management/ Course co-ordinator  Tutors	Notice Board E-mails Memos/Letters to learners Year Planner
Adaptation of Assessment Methods to cater for student needs	Tutors	Video and Audio Tapes
Appeals Process	Centre Management/ Course co-ordinator	Record of Appeal Student Evidence Retained

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.3 Security of Assessment Related Processes and Materials		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure security and integrity of assessment materials and processes, learner work and records		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Assessment Processes	Centre Management/ Course co-ordinator Tutors	Supervision of tests Signature verifying own work Student Portfolios External Examiner/Verifier's Report
Authorised access only to FETAC intranet system Learner Records of Assessment	Centre Management/ Course co-ordinator Tutors	Password and Pin Number Database of learners
Storage Facilities for Learner Work – Exams Assignments, Projects	Centre Management/ Course co-ordinator Tutors	Candidates work stored until after appeal period in designated room/cupboard with limited access

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.4 Reasonable Accommodation		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure assessment is student centred and in line with the nine grounds of Equality legislation		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Staff Guidelines/ Training for Assessors	Centre Management/ Course co-ordinator Tutors	Guidelines for Assessors Staff Notice Board FETAC guidelines for internal Assessment
Learner Centred Assessment	Centre Management/ Course co-ordinator Tutors	Copies of Assignment Briefs  Student Portfolios
External Examiner/Verifier	Centre Management/ Course co-ordinator External Examiner	External Examiner/Verifier's Report

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.5 Consistency of Marking Between Assessors		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure assessors are marking learners assessments in a fair and consistent manner		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Tutors, Internal Verifier		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Assessment Review Meeting	Centre Management/ Course co-ordinator  Tutors	Minutes of Assessment Meetings
Sampling by Internal Verifier	Internal Verifier	Internal Verifier Schedule  External Examiner/Verifier's Report
Training in FETAC Evaluation and Assessment	Centre Management/ Course co-ordinator  Tutors	Record of Training Days
Guidelines for Assessors on Appeals Process	Centre Management/ Course co-ordinator	FETAC appeals guidelines Appeal Process Records
Networking with other tutors	Course co-ordinator  Tutors	Noticeboard, Memos, Website, E-mails

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.6 Assessment Performed by Third Parties		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that assessment carried out by third parties is fair and consistent		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Meeting with Employers	Centre Management/ Course co-ordinator	Record of Meeting Guidelines for employers on writing feedback reports
Learner Account of Workplace Details	Centre Management/ Course co-ordinator Learner	Learner Diary/Portfolio
Monitoring by Staff	Course Co-ordinator/Tutor	Record of Monitoring by Staff

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.7 Consistency of Marking with National Standards		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that assessors are marking in accordance with national standards for the award		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors, FETAC External Examiner		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
FETAC Training Days, Staff Seminars, Workshops	Centre Management/ Course co-ordinator Tutors	Record of Attendance
Dissemination of information from FETAC training days and FETAC website and correspondence	Centre Management/ Course co-ordinator Tutors	FETAC Guidelines for Assessors Noticeboard, Memos, Emails, Staff Meeting
External Examining	FETAC External Examiner	External Examiner's Report

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.8 Feedback to Learners		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that learners receive constructive feedback on their assessment which informs their participation on the programme		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Individual tutor/student meetings	Tutors Students	Record of Meeting Progress Review/Feedback Sheets
Class Meetings	Centre Management/ Course Co-ordinator Tutors/Students	Record of Meeting
Learner Verification of feedback	Centre Management/ Course Co-ordinator Tutors	Learner Evaluation Sheets Learner Feedback Sheets
Communicating of Information	Centre Management/ Course Co-ordinator Tutors	Notice Board, Website, Newsletter, Letters, E-mails

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.9 Learner Appeals		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure that learners are aware of right to appeal an assessment result that they consider to be unfair		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Internal Appeals Procedure	Centre Management/ Course co-ordinator Tutors	Document stating Appeals Procedure  Record of Learner Appeal
FETAC Appeals Procedure	Centre Management/ Course co-ordinator  Tutors	Following FETAC procedure on Appeals  Record of Learner Appeal

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence



<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.10 Return of Certification Data		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure accuracy and reliability of data submitted to FETAC for certification		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Collation of Student Details	Centre Management/ Course co-ordinator Tutors	File with accurate/relevant information for FETAC  Signed Checklist/FETAC Forms
Storage of student portfolios and exam work	Centre Management/ Course co-ordinator Tutors	Exam sheets and portfolios

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

<b>Policy Title</b>	<b>B6 Fair and Consistent Assessment of Learners</b>		
<b>Procedure Title</b>	B6.11 Corrective Action		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure an action plan is in place to deal with errors or omissions by any individual that can impact on the validity of the assessment process		
<b>Staff Involved</b>	Centre Management/Course Co-ordinator, Tutors		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Action Plan for errors and omissions Meeting with relevant parties	Centre Management/ Course co-ordinator Student	Implementation of Action Plan Event Log/Report of Meetings
Secure Storage of Records	Centre Management/ Course co-ordinator Tutors	Records of internal verification of assessment Examination Transcripts Portfolios
Immediate Notification to FETAC	Centre Management/ Course co-ordinator	Event Log of contact with FETAC Electronic/Paper copy of corrective action

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

# **Protection for Learners**

## **Policy**

It is the policy of County Limerick VEC's Adult Education Department to provide alternative arrangements for its learners in the event of the early termination of a programme (3 months duration+). Section 43 of Qualifications (Education and Training) Act 1999 does not apply to Co. Limerick VEC's Adult Education Department.

<b>Policy Title</b>	<b>B7 Protection for Learners</b>		
<b>Procedure Title</b>	B7.1 Cessation of Programme		
<b>Version</b>	1.0	<b>Date</b>	February 2007
<b>Purpose</b>	To ensure learners are protected in the event of a programme ceasing unexpectedly		
<b>Staff Involved</b>	Programme Management, Centre Management/Course Co-ordinator, Guidance Staff		

<b>Method</b>	<b>Who Does It</b>	<b>Evidence</b>
Policy Statement informing students of procedures should a programme cease unexpectedly	Programme Management Centre Management/ Course co-ordinator	Policy Statement published on: <i>Website</i> <i>Brochures</i> <i>Handbook</i> <i>Notice Boards</i>
Sourcing similar/alternative programmes	Programme Management Centre Management/ Course co-ordinator Guidance Staff	Correspondence to other providers  Letter of Agreement with other learners when necessary
Transfer and Support of Students	Programme Management Centre Management/ Course co-ordinator Guidance Staff	Record of transfer and support to other programme

<b>Monitor</b>	<b>Frequency</b>	<b>Method</b>
VEC Adult Education Fetac Monitoring Team	Annually	Review of Evidence

# **Self Evaluation of Programmes and Services**

## **Policy**

Co Limerick VEC's Adult Education Department recognises the need for an effective monitoring and evaluation system. It is therefore committed to a programme of ongoing self-evaluation of all its programmes and services.

<b>B9.1</b>	<b>Assignment of Responsibility</b>	Each Centre Manager/Programme Manager will act as quality assurance staff member and will monitor their own programme at programme level on an annual basis
<b>B9.2</b>	<b>Frequency</b>	VEC Adult Education Fetac Monitoring Team comprising of representatives from various Fetac locations within the county will undertake internal monitoring of policies and procedures. Each programme will be self-evaluated during a 5 year period
<b>B9.3</b>	<b>Range</b>	Self-Evaluation will be done at a learning programme level (e.g. VTOS, PLC's, etc) including: <ul style="list-style-type: none"> <li>• VTOS</li> <li>• Youthreach</li> <li>• Senior Traveller Training Centres/BTEI</li> <li>• PLC's/Community Education</li> <li>• Literacy</li> </ul>
<b>B9.4</b>	<b>Learner Involvement</b>	Learner viewpoints and involvement through: Evaluation Forms/Questionnaires Student council / class representatives Current Learners Former Learners
<b>B9.5</b>	<b>External Evaluator</b>	Appointment of external evaluator who can contribute to the development of the programme and who has experience in programme evaluation and review
<b>B9.6</b>	<b>Methodology</b>	Quality Assurance staff member at centre level to conduct a self evaluation on an annual basis using evaluation checklist  VEC Adult Education Fetac Monitoring Team comprising of representatives from various FETAC locations within the county will conduct internal monitoring of policies and procedures using a random sample of records and produce a report of findings which will inform a programme improvement plan.  External evaluator to sample and verify the findings in the draft report External evaluator to contribute suggestions for improvement based on his/her own expertise  Final evaluation report will contain the agreed findings of VEC Adult Education Fetac Monitoring Team and the external evaluator.  A Programme Improvement Plan signed by management and indicating how the findings of the evaluation report will be acted on so as to maintain and improve the quality of programmes  Self Evaluation Report and Programme Improvement Plan will be sent to FETAC