**Limerick and Clare
Education and Training Board**

Limerick and Clare Education and Training Board

Bord Oideachais & Oiliúna
LUIMNIGH & AN CHLÁIR

LIMERICK & CLARE
Education & Training Board

QUALITY IMPROVEMENT PLAN

FOR

JANUARY 2019 TO DECEMBER 2019

Bord Oideachais & Oiliúna
LUIMNIGH & AN CHLÁIR

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Introduction

This Quality Assurance Improvement plan represents the outcomes and improvement activities identified for Limerick and Clare Education and Training Board (LCETB). The plan is for the period January 2019 – December 2019.

Process for Approving the Plan

- 2018 Executive Evaluation Report and Quality Improvement Plan 2018 were reviewed by LCETB QA Support Service and review presented to LCETB FET Quality Council.
- Draft Quality Improvement Plan 2019, with planned outcomes and actions drafted by QA Support Service, approved by Quality Council, and reported to LCETB FET Steering Group.
- Approved Quality Improvement Plan submitted to QQI on 29th March 2019.

Implementation and Monitoring

- LCETB Quality Assurance Officer will monitor the completion of the QIP, in collaboration with LCETB QA Support Service, LCETB Development Team, and LCETB senior managers.
- Implementation of the plan is monitored by means of subsequent reporting through Limerick and Clare ETB Quality Council reporting to LCETB FET Senior Management Team.
- The QIP will be monitored on a quarterly basis by the Limerick and Clare ETB Quality Council, progress updates against the planned outcomes and activities will be provided by the QA Officer.

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	Quality Area	Key Tasks/Activities	Responsible	Timeline	Measure/Benchmark *[how will you know it was achieved]*	Status/Update
1.1	Governance and Management of Quality	Embed governance structures of Quality Council and its associated sub-groups of Quality Assurance and Programme Governance.	LCETB Director of FET, LCETB QA Officer	March 2019	Established Quality Council and Quality Assurance and Programme Governance Sub-groups.	
1.2	Governance and Management of Quality	Establish working groups of Quality Assurance and Programme Governance sub-groups as required.	LCETB QA Officer, QA and Programme Governance members.	May 2019	Working groups identified from QA and Programme Governance sub-groups, projects identified for action.	
2.1	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Communications policy.	LCETB QA Officer, Communications and External Relations	October 2019	Published Communication policy for FET division.	
2.2	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Equality policy.	LCETB QA Officer, Active Inclusion Support Service	October 2019	Published Equality policy for FET division.	
2.3	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Admissions policy.	QA Support Service, ILLN Working Group	November 2019	Published Admissions policy for FET division.	
2.4	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Assessment policy.	LCETB QA Officer, QA Support Service	November 2019	Published Assessment policy for FET division.	
2.4.1	Documented Approach to Quality Assurance	Review existing Results Approval Panel procedures; develop Limerick and Clare ETB single procedure for Results Approval Panel.	LCETB QA Officer, QA Support Service	November 2019	Single version of procedure for all Results Approval Panel meetings.	
2.5	Documented Approach to Quality Assurance	Update procedures relating to Limerick and Clare ETB "Programme Development, Delivery and Validation Policy" as legacy Programme Group function and process evolved into newly formed Quality Council sub-group (Programme Governance)	LCETB QA Officer, QA Support Service	July 2019	Updated programme development and approval procedure.	
3.1	Programmes of Education and Training	Review multiple versions of programmes that exist at lower levels across LCETB regions – particular focus on implementing single version level 4 programmes across all LCETB regions.	LCETB QA Officer, QA Support Service	September 2019	Begin process of replacement of multiple versions of level 4 programmes (Clare and Limerick City) with single programme derived from Nationally developed programme.	

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3.2	Programmes of Education and Training	Develop RPL processes for implementation across broader provision, particularly in relation to Hairdressing Apprenticeship requirements.	LCETB QA Officer, QA Support Service, National Apprentice Programme coordinator	September 2019	Processes in place to implement RPL for advanced entry into the hairdressing apprenticeship programme.
3.3	Programmes of Education and Training	Review programme content as highlighted via "Programme Revision Update" process.	LCETB QA Officer, QA Support Service	September 2019	Updated module descriptors based on learning practitioner feedback.
3.4	Programmes of Education and Training	Programme review cycle to be developed, formalise evaluation and review of validated programmes.	LCETB QA Officer, Programme Governance Subgroup	October 2019	Schedule for programme review to be developed and approved by Programme Governance subgroup.
3.5	Programmes of Education and Training	Support continued development, implementation, evaluation and monitoring of Hairdressing Apprenticeship.	LCETB QA Officer, QA Support Service, National Apprentice Programme coordinator	December 2019	Extensive QA support of Hairdressing Apprenticeship to continue through 2019 and beyond – QASS supporting development, implementation and review.
4.1	Staff Recruitment, Management and Development	Consolidate Staff Induction process, incorporating Organisational, Centre and Quality Assurance inductions.	LCETB QA Officer, HR Manager, PD Officer.	October 2019	Review of current FET staff induction process with a view to an integrated approach with online/video elements included.
4.2	Staff Recruitment, Management and Development	Formalise tutor mentor process, trained tutors as mentor to new tutors, with roles and responsibilities agreed.	LCETB QA Officer, QA Support Service, HR Manager	October 2019	Working group have agreed model, finalisation and implementation required.
4.3	Staff Recruitment, Management and Development	Develop online eLearning professional development courses for staff.	QA Support Service, TEL Officer, PD Officer.	September 2019	Development of elearning staff resource videos, distributed via moodle, with badges associated.
4.4	Staff Recruitment, Management and Development	Provide Quality Assurance induction and professional development training to staff.	QA Support Service, QA Support Service, PD Officer.	December 2019	Ongoing QA professional development provided by QASS.
5.1	Teaching and Learning	Participation in National and International forums of practice informing quality assurance and teaching and learning.	LCETB QA Officer, QA Support Service	December 2019	Ongoing participation in National and International networks and communities of practice.

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5.2	Teaching and Learning	Provide support to provider and centre level initiatives, developing staff competencies and improving practice as identified through individual centre Quality Improvement Plan (QIP) meetings.	LCETB QA Officer, QA Support Service	December 2019	Continued process of annual centre Quality Improvement Planning meetings	
5.3	Teaching and Learning	Provide Quality Assurance input to LCETB FET Implementation Groups – Professional Development, Technology Enhanced Learning, Active Inclusion, and Employer Engagement.	LCETB QA Officer, QA Support Service	December 2019	Providing ongoing support and QA Input to LCETB FET Implementation groups and working groups.	
5.4	Teaching and Learning	Provide staff information and guidance on Quality Assurance through provision of regional and service briefings, on-to-one or group support meetings, centre drop-in sessions, etc.	LCETB QA Officer, QA Support Service	December 2019	Continued centre and provision Quality Assurance support.	
6.1	Assessment of Learners	Development of approved assessments (such as exemplar banks of exams) in order to apply standardisation and consistency to learner assessment.	LCETB QA Officer, QA Support Service	September 2019	Exemplar bank for 4 identified level 5 modules developed, approved and implemented.	
6.2	Assessment of Learners	Manage central allocation, recruitment, training and administration of External Authenticators across LCETB centres	LCETB QA Officer, QA Support Service	December 2019	Continued central management of External Authenticators, reviewed and optimised procedures.	
6.3	Assessment of Learners	Manage central learner appeals process.	LCETB QA Officer, QA Support Service	December 2019	Continued management of central learner appeals procedures, updated to reflect GDPR requirements.	
6.4	Assessment of Learners	Producing quantitative and qualitative analysis reports from Results Approval Panels for consideration by Further Education and Training Quality Council Sub-Group (Programme Governance).	LCETB QA Officer, QA Support Service	December 2019	Prepared analysis reports for each LCETB FET certification period for consideration by appropriate QA governance.	
6.5	Assessment of Learners	Implement single version Limerick and Clare ETB Assessment Procedures across all FET centres.	LCETB QA Officer, QA Support Service	September 2019	Roll out of single version LCETB assessment procedures across participating FET centres, incorporating replacement of TQAS procedures.	

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7.1	Supports For Learners	Development of appropriate information to learners for implementation of new LCETB assessment procedures.	LCETB QA Officer, QA Support Service	September 2019	Development of plain English information to leaners for inclusion in learner handbooks and induction materials.	
7.2	Supports For Learners	Development of learner/apprenticeship support materials for Hairdressing Apprenticeship.	LCETB QA Officer, QA Support Service	September 2019	Continued support for rollout of hairdressing apprenticeship programme, developing mentor training resources, systems for tracking and monitoring apprentice progression and centre consistency, support for National Programme Board and National Examinations Board.	
7.3	Supports For Learners	Implement Referencing Handbook and Academic Writing Handbooks.	LCETB QA Officer, QA Support Service	September 2019	Referencing and Academic writing handbooks, developed by national working group, implemented across LCETB FET Centres.	
8.1	Information and Data Management	Explore development of CRM / Database for management of organisational Quality Assurance.	LCETB QA Officer, QA Support Service	December 2019	Scoping the feasibility for the implementation of CRM/Database QA management system, particularly in relation to FET Centre programme management.	
8.2	Information and Data Management	Development of process of analysis of critical indicators.	LCETB QA Officer, QA Support Service	December 2019	Identified critical quality indicators, established methods of highlighting, prioritising and responding.	
9.1	Public Information and Communication	Maintain social media presence on twitter @QA_LimClareETB.	LCETB QA Officer, QA Support Service	December 2019	Continued broadening of social media communication, highlighting QA initiatives. Twitter feed embedded on QA Sharepoint site and external learningandskills QA page.	
9.2	Public Information and Communication	Publish Quality Assurance update videos to learners via SignageLive screens in FET Centres.	LCETB QA Officer, QA Support Service	December 2019	Initial QA video trialled on SignageLive, continued communication to learners and staff via video screen platform.	
9.3	Public Information and Communication	Publish three Quality Assurance newsletters annually for internal staff and relevant external stakeholders, both physical and online publishing.	LCETB QA Officer, QA Support Service	December 2019	Continued publication of QA newsletter, Issue 4 February published, two more planned for 2019.	

9.4	Public Information and Communication	Maintain Quality Assurance website on www.learningandskills.ie, publishing newsletters, quality council minutes, annual reports etc.	LCETB QA Officer, QA Support Service	December 2019	Reviewed and updated content on website, reflecting QA governance, quality council meeting minutes, quality Improvement reports and plans.	
10.1	Other Parties involved in Education and Training	Agree Memorandum of Understanding between Limerick and Clare Education and Training Board and the centres associated with Limerick Community Education Network (LCEN).	LCETB QA Officer, QA Support Service	April 2019	Agreed MOU between LCETB and LCEN centres, facilitating the incorporation of LCEN centres as LCETB centres.	
10.2	Other Parties involved in Education and Training	Continue Quality Assurance MOU with Mary Immaculate College, facilitating the certification of the CGLPD Level 4 programme.	LCETB QA Officer, QA Support Service	December 2019	Continue relationship between LCETB and MIC, supporting IV, EA, RAP, Appeals and certification process.	
11.1	Self-Evaluation, Monitoring and Review	Development and implementation of learner feedback process, on an LCETB-wide systematic basis, as part of overall LCETB self-evaluation process.	LCETB QA Officer, QA Support Service, Research, Planning & Evaluation Officer	December 2019	Review of current LCETB centre learner feedback processes. Aligned with statutory self-evaluation process, implement LCETB wide self-evaluation process.	
11.2	Self-Evaluation, Monitoring and Review	Develop policy, procedure and process for monitoring ETB and centre compliance with Quality Assurance policy and procedure.	LCETB QA Officer, QA Support Service, Research, Planning & Evaluation Officer	December 2019	Centre and provision compliance to agreed policies and procedures assured through QASS monitoring process – application in the content of Assessment policy and assessment procedures.	