Cork Education and Training Board
Quality Improvement and Development Plan
2017-2018

cetb

Bord Oideachais agus Oiliúna Chorcaí

Cork Education and Training Board

Introduction

Following an Executive Self-Evaluation process conducted during August to October 2017, Cork ETB developed this draft Quality Improvement and Development Plan, which represents the quality improvement objectives/desired outcomes and related activities identified during the process. The Executive Self-Evaluation process is documented in the Cork ETB Executive Self-Evaluation report. This plan covers the period of October 2017 to December 2018; however, some of the objectives identified are longer-term objectives and will continue beyond the time limit of this plan.

The purpose of this draft Quality Improvement Plan is to outline quality improvements in four main areas identified by Cork ETB during the Executive Self-Evaluation, and outline the plan for ongoing quality improvement and enhancement, in compliance with QQI statutory core QA Guidelines and Sector Specific QA Guidelines.

The four key area identified for improvement are:

1. Governance
2. Delivery of Further Education and Training
3. The Learner Experience
4. Information and Data Management

Process for Approving the Plan

An Executive Self Evaluation team, comprising of the Chief Executive, Directorate and FET Steering Group participated in the Executive Self-Evaluation process which resulted in the Cork ETB Executive Self Evaluation Report. ETBI and an external consultant supported this process.

This related draft Quality Improvement Plan was approved at the FET Steering Group meeting on October 13th, 2017. This draft will form the basis for further consultation within Cork ETB and with QQI senior staff as part of the executive dialogue process, following which the plan and its associated actions will be considered to be the actionable plan for the 2017-2018 period.

Implementation and Monitoring

The Director of FET is responsible for overseeing and coordinating the overall implementation of this plan. A lead responsible person or group is named for each of the planned outcomes and associated activities. The FET Steering Group will be responsible for the monitoring of the implementation of this plan on a quarterly basis.

1. Governance

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark *[how will you know it was achieved]*	Status/Update
Clear and well-communicated Governance structures and procedures for FET QA, ensuring detailed TOR for each group outlining: • the decision-making process, • reporting lines • reporting responsibility • recommended membership	Finalise Terms of Reference for Executive Group	Executive	Q4 2017	TOR and membership published	
	Finalise Terms of Reference for the FET Steering Group	Executive	Q4 2017	TOR and membership published	
	Review Terms of Reference for Programme Approval Group	FET Steering Group	Q1 2018	TOR and membership published	
	Review Terms of Reference for QA Steering Group	FET Steering Group	Q1 2018	TOR and membership published	
	Develop Terms of Reference and set up a Teaching and Learning Working Group to focus on the quality of teaching and learning	QA Steering Group	Q1 2018	TOR and membership published	
	Develop Terms of Reference and set up an Assessment Working Group	QA Steering Group	Q1 2018	TOR and membership published	
	Develop Terms of Reference and set up an Access, Transfer and Progression Group	QA Steering Group	Q1 2018	TOR and membership published	
	Publish Governance Structure, Terms of Reference and membership of the relevant groups	QA Office	Q1 2018	TOR and membership published	
	Write up Governance policy and procedures for Cork ETB based on the revised Governance Structures	QA Steering Group FET Steering Group	Q2 2018	Procedures developed and published	

	Establish a structure for sharing information regarding key decisions made at meetings	QA Office	Q3 2018	Structure in place for sharing information on staff SharePoint site	
Ensure that there is a clear management structure for FET	Operationalise Youthreach Regional Boards	Director of FET	Q1 2018	Boards established	
	Publish Management Structure on SharePoint site and Cork ETB Website	Director of FET	Q3 2018	Structure published	
Develop FET Strategy for Cork ETB	Review the sector based strategies, consider the CETB Statement of Strategy to develop a FET Strategy to provide a clear roadmap for the service	Executive Director of FET FET Steering Group	Q3 2018	Strategy published	
Develop common QA Procedures for Cork ETB	Complete the development of Assessment procedures for Cork ETB	QA Steering Group Assessment Working Group	Q3 2018	Procedures developed and published	
	Consider how other awarding bodies and unaccredited learning can be accommodated in all policies and procedures	QA Steering Group	Ongoing	Other awarding bodies and unaccredited learning is reflected in the procedures	
	Review Sampling Strategy for internal verification and external authentication.	QA Steering Group	Q4 2017	Revised sampling strategy	
Establish a process for monitoring the implementation and effectiveness of these procedure	Pilot monitoring procedures using a number of means including: • On site monitoring • Desk monitoring • Online surveying	QA Steering Group Assessment Working Group	Q1 2018	Process in place and feedback collated	
Improve the process for contracting third party providers	Implement the new framework for tendering and awarding contracted training	Training Centre Manager	Q4 2017	New framework in place	

2. Delivery of FET

Quality Improvement Objective/Desired Outcome	**Key Tasks/Activities**	**Responsible Person(s)**	**Timeline**	**Measure/Benchmark** *[how will you know it was achieved]*	**Status/Update**
Deliver programmes to meet the needs of employers	Deliver the new Commis Chef Apprenticeship programme.	Cork Training Centre	Q1 2018	Commencement of programme	
	Investigate areas where new traineeships might be appropriate	Cork Training Centre PLC Colleges	Q3 2018	New areas identified for traineeship	
	Seek wider participation in traineeship to include those not in receipt of a payment from the DEASP	Director of FET SOLAS	Q1 2018 (dependant on expected change in the regulations)	Change in regulations to allow the inclusion of those not in receipt of DEASP payments in traineeships	
	Develop new work based learning initiatives for piloting based on SOLAS guidelines once published	Director of FET FET Steering Group	Q3 2018 (dependant on the publication of SOLAS guidelines)	New work based learning programmes introduced on a pilot basis	
Improve the planning and management of FET Delivery	Review the area planning process	Director of FET FET Steering Group	Q4 2017	Revised area planning process and document	
Improve the programme approval process	Review Programme Approval Process as part of review of governance	FET Steering Group	Q1 2018	TOR and membership published	
Improve the process of programme development	Work with ETBI to put procedures in place where by staff can be released or	FET Strategy Group (Director of FETs)	Q4 2018	New procedures in place	

	recompensed for work on programme development, evaluation or review.	ETBI QA Forum			
	Work with QQI on the review of awards, consulting with staff to give valuable and relevant feedback.	Director of FET Programme Approval Group	Ongoing	Feedback collated and submitted to QQI	
	Work with QQI on the introduction of the new validation procedures.	Director of FET	Q4 2017	New validation procedure introduced	
	As new programmes are developed, based on new QQI specifications and validation procedures, introduce a periodic review schedule for programmes to ensure that they remain appropriate and achieve their objective.	Programme Approval Group	Q4 2018 (dependant on the publication of revised award specifications by QQI)	CETB review schedule in place	
Improve the monitoring of FET delivery	Expand a centralised system for monitoring the delivery of programmes across the wider ETB, in particular for the delivery of Cooperation Hours	Director of FET FET Steering Group	Q4 2018	Monitoring reports and related actions	
Introduce a system for evaluating and receiving feedback on our service	Standardise the feedback process for learning practitioners and learners across the wider ETB	QA Steering Group	Q2 2018	Common evaluation process in place Consolidated report and related actions	
	Consult with employers and other stakeholders on the quality of our services	Industry Liaison Officer FET Steering Group	Q4 2018	Reports on consultations and related actions	
Improve Teaching and Learning	Begin implementation of the Technology Enhanced Learning Strategy	Director of FET FET Steering Group	Q4 2017	TEL Strategic Plan for Cork ETB developed	
	Implement SOLAS CPD Strategy for FET	Director of FET AEO responsible for CPD	Q1 2018	Action plan in place for roll out of strategy to FET sector	

	Pilot Universal Design for Learning in FET services	Director of FET, FET Principals, Training Centre Manager	Q2 2018	Report on pilot	
	Expand the pilot of the FET Teacher Placement initiative	Director of FET Industry Liaison Officer	Q4 2018	Increase in number learning practitioners on placement	
	Agree on a common VLE for use by Cork ETB so that blended learning can enhance the delivery of FET provision and provide greater access to learners	FET Steering Group Teaching and Learning Working Group TEL Coordinator	Q2 2018	Common VLE in place	
	Review completion and certification rates to identify any issues	Teaching and Learning Working Group	Q4 2018	Report and related actions	
Improve the consistency and reliability of assessment	Review assessment practices and results and highlight areas where future development is necessary	Assessment Working Group	Q3 2018	Report and related actions	
	Expand the development of shared assessment to improve standardisation of assessment	Assessment Working Group	Q2 2018	Shared assessments in new areas	
	Implement new external authentication arrangements once national framework is agreed	QA Office	Q2 2018 (dependant on the finalisation of new procedures)	New procedures in place	

3. The Learner Experience

Quality Improvement Objective/Desired Outcome	**Key Tasks/Activities**	**Responsible Person(s)**	**Timeline**	**Measure/Benchmark** *[how will you know it was achieved]*	**Status/Update**
Improve Communications with learners	Develop a protocol for learner representation	Access, Transfer and Progression Working Group	Q4 2018	Protocol in place	
	Learners Forum with AONTAS 7.11.17 with a view consulting on improving communication	Director of FET, AEO	Q4 2017	Attendance, report and related actions.	
Improve access, transfer and progression for learners	Develop a policy on Access, Transfer and Progression for Cork ETB.	Access, Transfer and Progression Working Group	Q3 2018	Policy published	
	Review learner induction	Access, Transfer and Progression Working Group	Q2 2018	Report	
	Develop common admissions procedures for Cork ETB including accommodating learner with specific needs	Access, Transfer and Progression Working Group	Q3 2018	Procedure in place	
	Develop policy and procedures for Reasonable Accommodation for Learners	Access, Transfer and Progression Working Group	Q3 2018	Procedures developed and published	
	Review with a view standardise English language testing for applicants	Access, Transfer and Progression Working Group	Q3 2018	Standard testing procedure	
	Standardise pre-entry assessments across the ETB so that learners are placed at the correct level	Access, Transfer and Progression Working Group	Q2 2019	Standard pre-entry assessment in place	

	Review existing progression pathways and identify additional progression opportunities	Access, Transfer and Progression Working Group	Q4 2018	Research report and related actions	
	Research mechanisms for better tracking of progressions	SOLAS FET Steering Group	Q4 2018	Research report and related actions	
	Develop a policy and procedures for the recognition of prior learning	Access, Transfer and Progression Working Group	Q3 2018	Policy published	
	Request that international students be allowed to access PLC courses	Executive	Ongoing	International students allowed access to PLC courses	
Continue to make improvements to FET infrastructure	Consult with centre managers and prioritise improvements	Director of FET FET Steering Group	Ongoing	Improvements to infrastructure	

4. Information & Data Management

Quality Improvement Objective/Desired Outcome	**Key Tasks/Activities**	**Responsible Person(s)**	**Timeline**	**Measure/Benchmark** *[how will you know it was achieved]*	**Status/Update**
Improve data collection to produce more comprehensive and reliable data regarding our learners	Review current data collection processes for learner information and progression details and the workload involved	Director of FET Access, Transfer and Progression Working Group	Q2 2018	Report on review	
	Work with SOLAS to develop and implement a system that will accurately track outcomes	Director of FET SOLAS	Ongoing	Improved data collection system	
Improve Communications	Implement the ETBI/Library Service Protocol to increase cooperation with the local library service	Adult Education Officers	Q4 2017	Biannual report on activities to ETBI	
	Create a learner information resource on the Cork ETB website outlining supports and other information relevant to FET learners	Director of FET	Q2 2018	Learner information resource on CETB website	
Improve Data Management	Review data protection policies and procedures in advance of the enforcement of the General Data Protection Regulation (GDPR)	Cork ETB Legal and Compliance Unit	Q2 2018	Revised data protection policies and procedures	
	Continue with the development of the Cork ETB SharePoint site to include all CETB policies, procedures and resources	Director of FET	Q2 2018	Information added to site	

	Continue to implement developments of PLSS and reduce the entering of data on multiple systems	Director of FET PLSS Coordinator	Ongoing	A reduction in the number of systems in use	
	Introduce the new Trainee Apprentice Payroll System	Director of FET Director of OSD Training Centre Manager	Q1 2018	New system in place	
	Support centres with the introduction of the new and improved QBS system	QA Office	As new QBS interface is introduced	New interface being use effectively	