

# **Institiud Thuamhumhan**

FETAC Quality Assurance

Policies and Procedures

Version 6

April 2014\*

\* Addition of Appendix 1: Repeats Policy and Appendix 2: Certification Policy to this Quality Assurance agreement.  
Modification to Appeals procedure also

## Glossary of Terms

<b><i>Institiud Thuamhumhan</i></b>	<p>Institiud Thuamhumhan coordinates lifelong learning and further education activity in the following Centres and programmes</p> <ul style="list-style-type: none"> <li>✓ Nenagh College of Further Education</li> <li>✓ Borrisokane Community College</li> <li>✓ Coláiste Mhuire Co-Ed, Thurles</li> <li>✓ Roscrea Community College</li> <li>✓ St Sheelan’s College, Templemore</li> <li>✓ Newport College</li> </ul>
<b><i>Appeals Contact Person</i></b>	The person in each Centre who ensures that all relevant staff and Learners are informed about Institiud Thuamhumhan’s appeals process, the key dates associated with the process and facilitates Learners in lodging an appeal against a result
<b><i>Ar Aghaidh Linn</i></b>	This is the North Tipperary VEC staff development programme. It is overseen by a Steering Committee.
<b><i>Assessor</i></b>	A person who has responsibility for assessing Learners for the purposes of those Learners achieving FETAC certification (see Appendix 2)
<b><i>Principal</i></b>	A person who has responsibility for coordinating and managing a particular school/centre in North Tipperary VEC
<b><i>External Authenticator</i></b>	The person who provides independent confirmation of the fair and consistent assessment of Learners in accordance with National Standards. This is done through a system of moderating assessment evidence
<b><i>FETAC QA Working Group</i></b>	The group of people who have responsibility for ensuring the QA agreement is current and in line with FETAC policies, requirements and developments and for communicating any developments to all relevant staff in Institiud Thuamhumhan
<b><i>Guidance Service</i></b>	Within North Tipperary VEC there is an Adult Education Guidance and Information Service (AEGIS) who liaise with the Principals to provide support and information for potential and existing Learners
<b><i>Industry Advisory Committee</i></b>	A committee composed of people from industry who have the knowledge and experience to guide Institiud Thuamhumhan in identifying programmes that could fill a need in local industries
<b><i>Internal Verifier</i></b>	The person who verifies Institiud Thuamhumhan’s assessment policies and procedures have been applied across the range of assessment activities and who confirms assessment results. This is done through a system of monitoring assessment evidence
<b><i>Process Co-ordinator</i></b>	The person who has responsibility for overseeing the implementation of Institiud Thuamhumhan’s Programme

	Approval Agreement
<b><i>Programme Co-ordinator</i></b>	A person who has responsibility for coordinating a number of programmes leading to FETAC certification
<b><i>Programme Approval Agreement</i></b>	The agreement between North Tipperary VEC and FETAC to enable North Tipperary VEC to evaluate and approve its own programmes in accordance with a set of agreed processes, procedures and criteria. This agreement allows North Tipperary VEC to control its own processes in relation to programme development, evaluation and approval.
<b><i>Results Approval Panel</i></b>	The panel with responsibility for ensuring that results are fully quality assured and signed off by Institiud Thuamhumhan prior to submission to FETAC
<b><i>Self Evaluation Team</i></b>	The team convened within Institiud Thuamhumhan to undertake the Self Evaluation of Programmes and Services on behalf of the VEC
<b><i>Tutor</i></b>	A person delivering an aspect of a programme leading to FETAC certification

## **Institiud Thuamhumhan's Internal Monitoring System**

It is a requirement of FETAC that every FETAC registered provider has an internal monitoring system to measure the effectiveness of the quality assurance procedures. As there are developments in FETAC and new FETAC policies are published there is a requirement for the quality assurance procedures to be updated and communicated to relevant staff.

North Tipperary VEC has a FETAC QA Working Group who meets a number of times per year and it is this group who oversee the monitoring of these procedures.

The FETAC QA Working Group consults with the following on an ongoing basis:

- Ar Aghaidh Linn Steering Committee
- Programme Approval Agreement Process Co-ordinator(s)
- Results Approval Panel
- Institiud Thuamhumhan
- CEO, AEO and Senior and Further Education Managers

It is expected that Senior and FE Managers will monitor on an ongoing basis the effectiveness of procedures locally, in consultation with staff, and subsequently highlight any issues, concerns or gaps for consideration by the FETAC QA Working Group.

Any issues or concerns about the effectiveness of the QA procedures that arise through self evaluation, the internal verification process, the external authentication process, the results approval process or the programme development process will be considered and acted on by the FETAC QA Working Group.

It is the FETAC QA Working Group who modifies the procedures as required and in line with FETAC developments and communicates the changes to relevant staff at Senior and FE Managers meetings. It is then the responsibility of the Senior and FE Managers to communicate relevant information to staff.

The most up to date version of Institiud Thuamhumhan's QA agreement with FETAC is available for download on [www.tippnorthvec.ie](http://www.tippnorthvec.ie).

**Provider Name: Institiud Thuamhumhan**

**Policy Area B1: Communications**

***Policy***

Communication is more than information exchange. It is about building and strengthening relationships between staff, Learners and other stakeholders. Effective communications will enable the organisation to respond to the needs of all. It is the policy of Institiud Thuamhumhan to build and share our vision of education through the establishment of a communication system which shares relevant information and responds appropriately to the needs of all stakeholders.

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B1 Communications

**Procedure:** ***B1.1 Communication with Learners***

**Purpose:** To have an effective communication process in place so that all Learners have the facility to give feedback on their experiences of programmes and services.

**Staff involved:** Principal, Tutor, Learner Council, Programme Co-ordinator, Guidance Service and Learners.

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Learners will be encouraged at the beginning of a programme of study to bring to the attention of the Tutor/Learner Council/Programme Co-ordinator/Guidance Service any issues affecting their full participation on the programme	Tutor Learner Council Programme Co-ordinator Guidance Service Learner Learners	Written notes completed by Tutor, Learner Council, Programme Co-ordinator, as appropriate  Minutes of meetings
Learner Evaluation Sheets will be completed	Programme Co-ordinator	Learner Evaluation Sheets
Learner Council will meet with Principal at least once per year, or when a serious issue arises	Learner Council Principal	Written notes completed by Principal
See also Procedure 4.1.		

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B1 Communications

**Procedure:** ***B1.2 Communication with Staff***

**Purpose:** To have an effective communication process in place so that all staff involved in delivering services and programmes leading to FETAC certification receive information relevant to programmes and services. This process should also enable staff to contribute feedback and suggestions for improvement to the programme and services in which they are involved.

**Staff involved:** Principal, Programme Co-ordinator, Centre PRO and Other Staff Members.

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Information regarding new developments and /or upcoming events of relevance will be communicated at meetings of staff, or notices on staff bulletin boards, or in the newsletter, or e-mail or on the North Tipperary VEC website	Principal Centre PRO Programme co-ordinator	Copy of notices and/or e-mail or newsletters Minutes of staff meetings Agendas/minutes of team meetings Staff development days/activities
Staff will be encouraged and facilitated to bring any suggestions for improvement to the programmes and services in which they are involved to the attention of Principal/ Programme Co-ordinator at staff meetings or at one-to-one consultations	Programme Co-ordinator Principal Other Staff	Written notes completed by Programme Co-ordinator, Principal, Tutors, staff member Minutes of staff meetings

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B1 Communications

**Procedure:** ***B1.3 Communication with other Stakeholders***

**Purpose:** To have an effective communication process in place with individuals and agencies to allow them access information and contribute to programme(s) and services available.

**Staff involved:** Principal, Programme Co-ordinator, Tutors, Administrative Staff, Designated Staff Members.

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Front line staff will be fully informed of all programmes and services available within the Centre	Principal Programme Co-ordinator(s)	Prospectus Promotional material Induction pack
Enquiries will be acknowledged where appropriate and responded to within seven working days where possible, and will include details of a contact person and telephone number	Principal Programme Co-ordinator  Tutors Administrative Staff	Copy of written queries Record of written acknowledgement
NTEC website will be updated and maintained by designated staff in each Centre	Designated Staff Member	Website
Where appropriate Provider personnel will participate in presentations requested by relevant stakeholders	Designated Staff Member	Copy of presentation
Advertisements will be placed in local media highlighting upcoming programmes	Principal Administrative Staff  Programme Co-ordinator	Copy of advertisement(s)



## **Provider Name: Institiud Thuamhumhan**

### **Policy Area B2: Equality**

#### ***Policy***

Institiud Thuamhumhan recognises that the concept of equality lies in the recognition of the dignity of individuals and their right to respect as human beings. It is the policy of Institiud Thuamhumhan that all Learners will be given this respect as individuals, and will be facilitated to access programmes, transfer to other programmes offered by this Provider or another and be informed of progression options, regardless of

- gender
- marital status
- family status
- sexual orientation
- religion
- age
- disability
- race
- membership of the Traveller Community

Institiud Thuamhumhan recognises that planning and training are necessary to deliver this policy, and is committed to the delivery of such planning and training.

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B2 Equality

**Procedure:** **B2.1 Equality Training**

**Purpose:** To ensure that staff are aware of equality issues and have the capacity to promote equality and combat discrimination

**Staff involved:** North Tipperary VEC, Principal, Programme Co-ordinator, Ar Aghaidh Linn

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
North Tipperary VEC's current equality policy will be studied to determine if the requirements of The Equal Status Act 2000 and The Employment Equality Act 1998 are still provided for. The Current policy will be modified as necessary by North Tipperary VEC and ratified by the North Tipperary VEC	North Tipperary VEC	Equality Policy Details of training Minutes of meetings
The Equality policy of North Tipperary VEC will be presented by Ar Aghaidh Linn at a forum consisting of all Principals and/or Programme Co-ordinators, for example at a Senior Managers/ FE Managers meeting	Ar Aghaidh Linn	Record of attendance at meeting where policy was presented
Principals and/or Programme Co-ordinator will then ensure that all relevant staff in their Centres are briefed on the policy The Equality policy will be made available to all staff via North Tipperary VEC's website	Principal Programme Co-ordinator	Minutes of meetings where policy was discussed Attendance records Website

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B2 Equality

**Procedure:** **B2.2 Equality Planning**

**Purpose:** To ensure a plan exists that realises equality objectives based on an audit of current provision with respect to equality

**Staff involved:** North Tipperary VEC

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
North Tipperary VEC will carry out a survey to determine current provision in respect to equality  If appropriate the VEC may use the FESS Equality Action Planning Framework which will guide Centres in planning for an equality audit, gathering information when reviewing all aspects of services provided to Learners from an equality perspective and agreeing actions for future change	North Tipperary VEC	Questionnaires,  Interviews notes,  Minutes of meetings  Documentation associated with implementing the Equality Action Planning Framework
Following on from this, North Tipperary VEC will review it's policy and adopt it or suggest modifications to it	North Tipperary VEC	Written policy
The Equality Policy will be reviewed in line with changes to legislation or in line with issues identified through surveys/evaluations/review	North Tipperary VEC	Equality Policy

## **Provider Name: Institiud Thuamhumhan**

### **Policy Area B3: Staff Recruitment and Development**

#### ***Policy***

It is the policy of Institiud Thuamhumhan to recruit staff of the highest quality, with appropriate expertise, experience and qualifications in a fair and transparent manner.

Maintaining and enhancing current performance and adapting to the needs of an evolving education context will be possible with staff who have the capacities, dispositions and competencies to respond appropriately. To address this important organisational need Institiud Thuamhumhan has prioritised staff development and is endeavouring to make it an integral part of the working life of each member of staff. Staff development is now focused on the personal and professional needs of each individual and the creation of a contented, fulfilling and supportive working environment. Institiud Thuamhumhan will continue to support the personal and professional development of all staff and will involve them equally as partners in the promotion and achievement of its overall strategy.

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B3 Staff Recruitment and Development

**Procedure:** ***B3.1 Staff Recruitment and Allocation***

**Purpose:** To have clear recruitment criteria and processes in place, in keeping with current Employment Equality Legislation and used consistently in the recruitment and allocation of staff

**Staff involved:** CEO, Principal, Relevant Departments within VEC Administrative office including H.R. personnel

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>The need for a new staff member in programme or service delivery will be identified by the Principal</p> <p>Allocation will be determined according to:</p> <ol style="list-style-type: none"> <li>1. Dept of Education and Science (DES) staffing guidelines</li> <li>2. Overall budget allocation (DES)</li> <li>3. Specific provision of EU contract</li> <li>4. Needs of Institiud Thuamhumhan</li> </ol> <p>The CEO will agree recruitment and advise budget from which individual will be paid</p> <p>A job description will be produced based on the knowledge, skill and competence required of the new staff member</p> <p>The job will be advertised</p>	<p>Principal</p> <p>Relevant departments with the VEC administrative office, including H.R. personnel</p> <p>CEO</p> <p>Principal</p>	<p>Proposal to CEO</p> <p>Clear statements of qualifications/experience necessary</p> <p>Job description</p> <p>Job Advertisement</p>
<p>Principal will set out the criteria which will be used in the short-listing of applicants</p> <p>Notification will be sent to all Learners</p>	<p>Relevant Principal</p> <p>H. R. personnel</p>	<p>List of Learners for interview</p> <p>Criteria for shortlisting</p> <p>Letters sent to Learners</p>
<p>Interview board will be selected, in line with North Tipperary VEC guidelines</p>	<p>H. R. personnel</p>	<p>Record of Board members</p>
<p>Interviews will be conducted using North Tipperary VEC criteria</p>	<p>H. R. personnel</p>	<p>Comprehensive record of interviews held for a minimum of 12 months</p>
<p>Contract of employment issued and signed by successful Learner and CEO</p>	<p>H.R. personnel</p>	<p>Signed contract of employment</p>

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B3 Staff Recruitment and Development

**Procedure:** **B3.2 Staff Induction**

**Purpose:** To provide new staff with the skills and competencies required to be successful in their new role.

**Staff involved:** Principal, Administrative Staff, Ar Aghaidh Linn, H.R. Personnel, FE Support Officer, Programme Co-ordinator, Mentor.

Methods used to carry out the procedure	Who does it:	Examples of evidence generated
Induction will take place at Institiud Thuamhumhan and Centre levels at the beginning of the academic year	HR Personnel Ar Aghaidh Linn Other administrative staff Other relevant staff	Attendance Sheets
At Institiud Thuamhumhan level: <ul style="list-style-type: none"> <li>• Seminar for new staff will be organised by Ar Aghaidh Linn and HR personnel</li> <li>• Induction material will be made available for each new member of staff</li> <li>• Contact information for staff who can provide support to staff in their new role will be distributed</li> <li>• Important information for new staff will be available on the North Tipperary VEC website</li> </ul>	HR Personnel Ar Aghaidh Linn FE Support Officer	Attendance sheet Induction pack Staff handbook Copy of Powerpoint Presentations used during induction briefings Website
At Centre level: <ul style="list-style-type: none"> <li>• Each new staff member will be given a copy of the staff handbook for relevant Centre at local induction</li> <li>• New member of staff may be assigned a mentor from existing staff</li> </ul>	Principal Programme Co-ordinator Mentor	Copy of staff handbook Staff verification

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B3 Staff Recruitment and Development

**Procedure:** **B3.3 Staff Development**

**Purpose:** To meet the training, development and support needs of all staff.

**Staff involved:** Principal, Programme Co-ordinator, Ar Aghaidh Linn, Centre Staff, Ar Aghaidh Linn Committee

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>The training, development and support needs of staff will be identified by each Principal through discussion and consultation with staff</p> <p>An overview of all needs identified will be presented to Ar Aghaidh Linn</p> <p>Ar Aghaidh Linn will study the overview from each Centre to identify common needs and then prioritise the training needed</p> <p>Each Centre may organise training to meet its own specific needs</p>	<p>Principal Programme Co-ordinator Institiud Thuamhumhan Staff Ar Aghaidh Linn</p>	<p>List of needs identified by staff in each Centre</p> <p>Plan on what training will be organised and when</p> <p>Minutes of meetings</p>
<p>Ar Aghaidh Linn will organise training for staff</p> <p>Details on proposed training will be brought to the attention of staff at staff meetings, via postings on bulletin boards and/or e-mail notices, via North Tipperary VEC's weekly newsletter and website</p> <p>Principals will support staff in their attendance at seminars, talks, workshops and in-service organised</p> <p>All attendees will complete an evaluation form</p>	<p>Ar Aghaidh Linn Principal North Tipperary VEC Staff</p>	<p>Attendance sheets</p> <p>Copies of handouts used during training sessions</p> <p>Completed evaluation forms</p>
<p>Ar Aghaidh Linn will generate a report based on the evaluation forms and present to the Senior Managers</p>	<p>Ar Aghaidh Linn</p>	<p>Copy of report presented by Ar Aghaidh Linn</p>
<p>Any issues or considerations that come to light during the implementation of the assessment process that require staff to attend training or briefing sessions to update their information, will be planned and organised by Ar Aghaidh Linn</p>	<p>Ar Aghaidh Linn</p>	<p>Internal Verification Report(s)</p> <p>External Authentications Report(s)</p> <p>Results Approval Panel Report</p>

## **Provider Name: Institiud Thuamhumhan**

### **Policy Area B4: Access, Transfer and Progression**

#### ***Policy***

Institiud Thuamhumhan recognises the uniqueness of each Learner, and seeks to facilitate them in becoming lifelong Learners. It is the policy of Institiud Thuamhumhan to:

- Reach out to new Learners
- Provide guidance for Learners to make informed choices regarding the programmes on offer
- Assist students to progress throughout their learning journey
- Support Learners who wish to transfer or progress to further education, training or employment
- Seek to formally recognise students prior learning



**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B4 Access, Transfer and Progression

**Procedure:** ***B4.1 Information Provision***

**Purpose:** To provide information in a format that is appropriate to current and prospective Learners and that will facilitate successful participation in the programme and services.

**Staff involved:** Principal, Programme Co-ordinator, Administrative Staff, Guidance Service, Tutors/ Assessors.

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>The Centre undertakes, for example, to:</p> <ul style="list-style-type: none"> <li>▪ advertise its programmes</li> <li>▪ hold open days / evenings</li> <li>▪ provide information regarding the programmes it offers</li> </ul> <p>Information distributed to Learners will include, for example:</p> <ul style="list-style-type: none"> <li>▪ programme content</li> <li>▪ programme structure and duration, e.g., entry and exit points</li> <li>▪ award title(s). award type, framework level(s), awarding body(ies)</li> <li>▪ entry requirements</li> <li>▪ information outlining assessment procedures (see B6.2)</li> <li>▪ transfer and progression opportunities agreed for the award at national or local level</li> <li>▪ mechanisms for giving and receiving feedback on learning progress</li> <li>▪ fees, grants and associated regulations</li> <li>▪ Centre/Learner agreement</li> </ul> <p>Details of related issues will also be provided to Learners, for example, :</p> <ul style="list-style-type: none"> <li>▪ list of services and how to access them</li> <li>▪ health and safety information</li> <li>▪ list of Learner rights and responsibilities</li> <li>▪ grievance procedure</li> <li>▪ code of conduct</li> <li>▪ events of relevance to Learners</li> </ul>	<p>Principal  Programme Co-ordinator  Tutors/ Assessors  Guidance Service  Administrative staff</p>	<p>Centre prospectus  Website  Policy statements  Learner verification – survey questionnaires, evaluation sheets  Learner’s council  Annual reports  Induction pack  Signed Centre/Learner agreements</p>

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B4 Access, Transfer and Progression

**Procedure:** ***B4.2 Learner entry arrangements***

**Purpose:** To have in place a fair and consistent approach to how Learners are selected and entered onto a programme.

**Staff involved:** Principal, Guidance Service, Centre Staff, Centre Board of Management

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<ul style="list-style-type: none"> <li>▪ The individual Centre will be the first port of call for general information for Learners  Learners will be directed here when they contact the VEC with general enquiries</li> <li>▪ All applications for a place on a programme will be made directly to the particular Centre</li> <li>▪ Information regarding allocation of places in the programme will be detailed in the Centre admissions policy and will be made available to applicants, on request?</li> <li>▪ Advice/guidance will be available for Learners requesting additional information not detailed in B4.1</li> <li>▪ All applicants may be interviewed. The purposes of the interview are:               <ul style="list-style-type: none"> <li>✓ To determine whether applicants meet the admission criteria for the programme</li> <li>✓ To give applicants information about the course so that they are fully aware of what it involves.</li> <li>✓ In the case of competitive interviews, to rank applicants in order of suitability</li> </ul> </li> <li>▪ The decision of the interview will be sent to the applicants within ten working days of the interview</li> <li>▪ Details of the appeals mechanism for applicants unsuccessful in securing a place on a programme will be available</li> </ul>	Centre staff  Centre Board of Management  Guidance Service  Principal	Admissions policy  Statement of entry requirements and selection process for each programme  Management reports  Details of appeals mechanism  Prospectus

**Provider Name;** Institiud Thuamhumhan  
**Policy Area:** B4 Access, Transfer and Progression

**Procedure:** ***B4.3 Recognition of Prior Learning***

**Purpose:** To facilitate a Learner to use prior learning to gain access to a programme, to gain exemptions from elements of a programme, or to gain credits towards an award, as appropriate.

**Staff involved:** Principal, Programme Co-ordinator, Tutor, Guidance Service, FE Support Officer

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>Learners will be questioned about their prior learning when they are accepted onto a programme of learning leading to FETAC certification</p> <p>Any prior learning that resulted in the Learner achieving certification will be identified and any opportunities for the Learner to use this prior certification will be investigated</p> <p>Learners will be facilitated in using prior certification to gain entry to a programme, to gain an exemption from an element of a programme or to gain credit towards an award</p> <p>At this time Institiud Thuamhumhan will not be developing optional quality assurance policy B10 Recognition of Prior Learning and therefore will not be in a position to facilitate Learners who wish to use their prior learning to gain an award, independent of a programme</p> <p>Institiud Thuamhumhan will keep abreast of any changes or developments in guidelines or policies from FETAC on Recognition of Prior Learning</p>	<p>Principal</p> <p>Programme Co-ordinator</p> <p>Tutor</p> <p>Guidance Service</p> <p>FE Support Officer</p>	<p>Requests to FETAC from the Centre/Programme Co-ordinator/Tutor, on behalf of a Learner, for exemptions from elements of a programme or for a credit towards a programme</p> <p>Record of where a Learner used prior certification such as a Junior Certificate, a Leaving Certificate, the ECDL, the MOS or a IVSC to gain a credit for a FETAC module</p> <p>Copy of FETAC’s policy(s) on RPL, Guidelines on RPL and policy B10</p> <p>Proof of attendance at FETAC briefings on RPL</p>

**Provider Name;** Institiud Thuamhumhan  
**Policy Area:** B4 Access, Transfer and Progression

**Procedure:** **B4.4 Facilitating Diversity**

**Purpose:** To recognise and take account of the diverse range of Learner needs', goals and circumstances, in order to enhance their participation in all learning activities.

**Staff involved:** Principal, Programme Co-ordinator, Tutors, Counselling and Guidance Staff, All Staff

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>Assistance by the Guidance and Counselling Service and Ar Aghaidh Linn will be given to Co-ordinators to ensure that Learners are matched to programmes that will suit them and their needs</p> <p>Diversity among Learners will be viewed as a positive thing and Learner induction will focus on the advantages of having diversity in a class and how Learners can learn from each other's circumstances and life experiences</p> <p>Diversity awareness raising for staff and students will be encouraged</p> <p>People with disabilities will be reasonably accommodated, as appropriate</p> <p>Individual Learning Plans will be developed for Learners, as appropriate</p> <p>Physical adaptation of buildings to facilitate access, as far as is reasonably practicable, will be implemented</p> <p><b>See also 2.1 and 2.2 above</b></p>	<p>Principal</p> <p>Programme Co-ordinator</p> <p>Guidance Service</p> <p>Ar Aghaidh Linn</p> <p>All Staff</p> <p>Tutors</p>	<p>Induction pack</p> <p>Promotional material promoting access</p> <p>Attendance records</p> <p>Diversity awareness initiatives</p> <p>Access audits</p> <p>Individual learning plans</p>

**Provider Name: Institiud Thuamhumhan**

**Policy Area B5: Programme Development, Delivery and Review**

***Policy***

Institiud Thuamhumhan will provide a range of programmes up to and including level 6 which will lead to certification from FETAC. All of these programmes will be vocationally oriented, and will have as objectives the personal development of Learners, facilitating Learners in transferring to other programmes, progressing through the National Framework of Qualification and finding employment in the labour market, as appropriate.

To this end, programmes will be developed in consultation with Learners, Institiud Thuamhumhan staff, employers and the other social partners. They will be delivered using methodologies that are empowering for students.

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.1 Need Identification***

**Purpose:** To ensure programmes meet clearly identified needs

**Staff involved:** Process Co-ordinator, Industry advisory committee, Programme Approval Committee (PAC)

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>Ideas for new programmes will be sought from a variety of sources, including discussion with Learners, Institiud Thuamhumhan staff, social partners, local businesses, local community, economic and labour market reports, industry advisory committees</p> <p>Before new programmes are developed, the need for such programmes will be considered in consultation with the interests listed above, as appropriate, and the programme will only be developed when the need(s) has been demonstrated. This process of needs identification will include the following:</p> <ul style="list-style-type: none"><li>▪ Discussion with various interests.</li><li>▪ Identification of a likely target group of Learners for such a programme</li><li>▪ Identification of the relevant award at the appropriate NFQ level</li></ul>	<p>The Process Co-ordinator in consultation with relevant stakeholders</p> <p>Industry advisory committees may be established in some cases.</p>	<p>Records of discussions</p> <p>Minutes of meetings</p> <p>Correspondence with industry</p> <p>Findings of surveys</p>
<p>Any proposals for developing a new programme will be signed off by the Programme Approval Committee, as per North Tipperary VEC's Programme Approval Agreement with FETAC</p>	<p>PAC</p>	<p>Programme Proposal signed</p>

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.2 Programme Design***

**Purpose:** To design a programme which will deliver the specific skills; vocational, personal and interpersonal, which have been identified as being necessary for graduates from the programme to succeed in the labour market or further education or training, or to participate more actively in society

**Staff involved:** Programme development team, Process Co-ordinator.

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>A programme development team will be established by North Tipperary VEC. This will include/consult with relevant stakeholders</p> <p>Programme design will incorporate the following:</p> <ul style="list-style-type: none"><li>• Learner profile</li><li>• Identification of a FETAC award(s) that the programme can lead to</li><li>• Programme aims and objectives</li><li>• Duration of the programme</li><li>• Entry criteria for the programme</li><li>• Facilities for transfer and progression</li><li>• Facilities and resources needed for the delivery of the programme</li><li>• Delivery modes and methodologies</li><li>• Assessment schedule and techniques</li><li>• Learner supports</li><li>• Programme modules, including objectives, indicative content and assessment</li><li>▪ appropriate training for tutors</li><li>▪ fitting the programme into the Centre's support and quality assurance framework</li></ul>	<p>Process Co-ordinator</p> <p>Programme Development team</p>	<p>Minutes of meetings</p> <p>Guidelines for programme design</p> <p>Completed Programme Descriptor and related Programme Modules</p> <p>Feedback from subject matter experts/industry advisory committee</p>
<p>Programmes designed by North Tipperary VEC will be in line with the Programme Descriptor agreed with FETAC in the Programme Approval Agreement</p>	<p>Programme development team</p>	<p>Completed programme descriptor</p>

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.3 Programme Approval pre Submission for Validation***

**Purpose:** To ensure that programmes are evaluated and approved by North Tipperary VEC prior to being submitted to FETAC for validation.

**Staff involved:** Programme Evaluators, Process Co-ordinator, Programme Approval Committee

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
North Tipperary VEC's Programme Approval Agreement will be implemented to evaluate and approve programmes and recommend them to FETAC for validation. This process will be co-ordinated by the PAA Process Co-ordinator	Process Co-ordinator Programme Evaluators Programme Developers Programme Approval Committee	Copy of the programme descriptor Completed Evaluation of the Programme forms, signed by the evaluators Completed Request for Further Information forms Completed Programme Evaluation Consensus form Minutes of the meeting of the Programme Approval Committee Completed North Tipperary VEC Declaration of Programme Approval



**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.4 Programme Planning***

**Purpose:** To translate the programme into timetables/schedules for delivery

**Staff involved:** Programme development team

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>The timetable and schedule for delivery of each programme will be outlined in the programme descriptor and related programme modules in terms of the following:</p> <ul style="list-style-type: none"><li>• programme duration</li><li>• programme module duration</li><li>• programme structure</li><li>• assessment schedule</li><li>• assessment plan</li><li>• programme review</li></ul>	<p>Programme development team</p>	<p>Completed programme descriptor and related programme modules</p>



**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.6 Learner Records***

**Purpose:** To maintain records of Learner participation and achievement

**Staff involved:** Principal, Programme Co-ordinator(s), Tutors, Centre Administrators

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<ul style="list-style-type: none"><li>▪ Records of Learners attendance, progress and achievement will be maintained by class Tutors</li><li>▪ Learner records and work for the purposes of assessment for certification will be maintained as per B6.3</li></ul>	Tutors  Programme Co-ordinator  Principal  Centre administrators	Roll books  Tutor records  Learner progress records  Records of meetings identifying support needs of individual Learners  Certification records

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.7 Provision and Maintenance of Learning Facilities/Resources***

**Purpose:** To ensure that resources necessary for a Learner to successfully participate on a programme are available

**Staff involved:** Principal, Programme Co-ordinator, Tutors

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<ul style="list-style-type: none"><li>▪ The resources necessary to enable Learners to successfully participate on a programme will be identified for each programme and every effort will be made to allocate and maintain these resources, within the allocated budget and storage space in the Centre</li><li>▪ Learners will be given a schedule outlining when they may have access to the premises and facilities in a Centre</li><li>▪ Learners with requirements for specific resources to enable them overcome a disability or disadvantage will be accommodated where practicable – see B6.4</li></ul>	Principal Programme Co-ordinator Tutors	Budget allocation for resources  List of resources for each programme  Schedules of when Learners can access the premises and facilities  Guidelines on accommodations that can be made for Learners with special needs

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.8 Health & Safety***

**Purpose:** To ensure health and safety of Learners and staff.

**Staff involved:** Principal, All Staff, Learners, Contracted Health and Safety Expert, Ar Aghaidh Linn

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
A Health and Safety Statement will be drafted for all Centres in Institiud Thuamhumhan	Principal All Staff Learners Contracted Health and Safety Expert	Health and Safety Statement
Any safety hazards will be identified and made good	Principal All Staff Learners Contracted Health and Safety Expert	List of hazards identified and made safe
Health and Safety Awareness will be promoted and facilitated through training for staff	Ar Aghaidh Linn Contracted Health and Safety Expert	Programme of Safety awareness measures e.g. information leaflets, fire drill Attendance sheets from Health and Safety training
Health and Safety procedures will be reviewed on a regular basis and new training offered to staff	Principal All Staff Learners Contracted Health and Safety Expert Ar Aghaidh Linn	Report of Review with recommendations for improvement if required

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B5 Programme Development, Delivery and Review

**Procedure:** ***B5.9 Programme Review***

**Purpose:** To review programmes at regular intervals to ensure relevance.

**Staff involved:** Principal, Programme Co-ordinators, Tutors, Relevant Stakeholders, FETAC QA Working Group

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>Programmes will be reviewed on an ongoing basis, once Tutors have delivered the programme from start to finish and assessed Learners and submitted the Learners' work for certification</p> <p>Issues arising will be noted and action(s) agreed</p> <p>Any changes made to a programme will be communicated to the relevant staff via North Tipperary VEC's website where the programme descriptors and programme modules will be password protected and available for download</p>	<p>Principal</p> <p>Programme Co-ordinator</p> <p>Tutors</p> <p>Learners</p> <p>Relevant Stakeholders</p> <p>FETAC QA Working Group</p>	<p>Minutes of meetings reports</p> <p>recommendations</p> <p>Learner Evaluation forms</p> <p>Modified programme</p> <p>Tutor Handbook to support the delivery of programmes</p> <p>Uploaded programmes on <a href="http://www.tippnorthvec.ie">www.tippnorthvec.ie</a></p>

## **Provider Name: Institiud Thuamhumhan**

### **Policy Area 6: Fair and Consistent Assessment of Learners**

#### ***Policy***

It is the policy of Institiud Thuamhumhan to provide and promote an environment where assessment of Learners is carried out in a transparent, fair and consistent manner and where the assessment systems in place are understood and implemented by staff and Learners of Institiud Thuamhumhan.

To be transparent and fair we must clearly define and communicate how assessments are planned for each programme of study, what is expected of the Learners and the rights of the Learners in this process. We endeavour to be non-discriminatory and just in the manner in which Learners can access assessments.

Institiud Thuamhumhan strives to consistently meet national standards in assessments, in a way that is transparent, fair and consistent to all and valid for the purposes of meeting the requirements of the FETAC Quality Assurance. We encourage consistency of assessment across all programmes of study, Assessors and locations.

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** **B6.1 Co-ordinated Planning of Assessment**

**Purpose:** To describe how the assessments associated with a programme of study will be planned and integrated where possible and co-ordinated across a programme of study to ensure that Learners are given the opportunity to maximise the value of their assessments.

**Staff involved:** Programme Co-ordinator, Assessors, FE Support Officer

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
FETAC Assessors will all receive training in assessment including: <ul style="list-style-type: none"> <li>• preparing briefs and marking schemes</li> <li>• preparing examinations, marking schemes and solutions</li> </ul>	FE Support Officer  Programme Co-ordinator	Notes and copy of Powerpoint slides  Sample briefs and marking schemes
Meetings will be held between all Assessors delivering on the same programme of study. The Programme Co-ordinator will facilitate the agreeing of when each assessment will take place over the course of a programme with a view to generating an assessment plan which a requirement of FETAC and the existence of which will be confirmed by the Internal Verifier	Assessors facilitated by the Programme Co-ordinator	Assessment plan for each programme of study detailing the date for each assessment deadline, the assessment technique to be used and the weighting of that assessment
The agreed assessment timetables will be made available to all Learners and Assessors	Programme Co-ordinator	Copy of the timetable kept on file. Also copies of the timetable in the staff room and Learner common rooms, in addition to being distributed to all Learners and Assessors
Meetings will be held between Assessors working on the same programme of study who are delivering modules that may accommodate the integration of delivery and assessment	Assessors facilitated by the Programme Co-ordinator	Drafts of assessment briefs.  Final and agreed integrated briefs produced by the Assessors, in consultation with the Learners, where appropriate



**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** ***B6.2 Information to Learners***

**Purpose:** To describe how Learners will access information necessary for them to successfully participate in assessment and ensure that they are clear on their responsibilities and can successfully participate in the programme and the assessment of a programme.

**Staff involved:** Principal, Programme Co-ordinator, Assessors, Learners

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>Information on assessment will form part of the induction information for Learners. The following will be clearly outlined:</p> <ul style="list-style-type: none"> <li>• what responsibilities the Learner has throughout the assessment process. These responsibilities will include:               <ul style="list-style-type: none"> <li>✓ handing up assessments by the agreed deadline</li> <li>✓ guidelines for the minimum acceptable attendance in class</li> <li>✓ the importance of confirming work is one's own</li> <li>✓ the importance of being present for examinations</li> <li>✓ acceptable behaviour in examinations</li> <li>✓ respect for the work of other Learners</li> </ul> </li> <li>• what are the repercussions to the Learner if these responsibilities are not met</li> <li>• what are the roles and responsibilities of the Assessors in the assessment process</li> <li>• under what circumstances, if any, can a Learner repeat an assessment (see Appendix 1)</li> <li>• the steps to be followed when a Learner is eligible to repeat</li> <li>• what avenues are open to a Learner who wants to appeal his/her result</li> <li>• what key dates are associated with appealing a result</li> <li>• what special accommodations may be implemented for a Learner</li> <li>• how/who can access special accommodations</li> <li>• what work, submitted for assessment for certification, will be returned to Learners</li> <li>• how long will assessment material be held by the Centre after the appeals time has elapsed</li> <li>• what action will be taken with work that is not collected by the agreed date, after the appeals period has elapsed</li> </ul>	<p>Assessors Programme Co-ordinator Learners Principal/ designate</p>	<p>A signed Centre/Learner agreement Feedback from staff Copies of the Procedures B6.3, B6.4, B6.9</p>
<p>Any consequences for the late submission of work will not interfere with the marks awarded to the Learner. Once the Learner's evidence is accepted by the Tutor it must be marked</p>	<p>Principal Programme Co-</p>	<p>Note taken of work that is not accepted after the Assessors because of late</p>

<p>and graded in accordance with the standard for the award. The marks and grade awarded will be determined solely on the basis of the evidence submitted</p> <p>Assessors, in discussion with the Course/ Programme Co-ordinator may refuse to accept evidence from Learners after a deadline has passed, subject to compassionate considerations and extenuating circumstances though</p>	<p>ordinator Assessors</p>	<p>submission date</p>
<p>Learners who have been prevented from undertaking a specific assessment activity or who feel their performance is seriously impaired because of exceptional circumstances may apply to the Centre/ Programme Co-ordinator to defer the assessment and be allowed to complete the assessment activity on another occasion or to request an extension to a deadline.</p> <p>Examples of circumstances that may be considered by the Centre/ Programme Co-ordinator are:</p> <ul style="list-style-type: none"> <li>○ A physical injury or emotional trauma</li> <li>○ A physical disability or disabling condition</li> <li>○ A recent bereavement of close family or friend</li> <li>○ Severe accident</li> <li>○ Domestic crisis</li> <li>○ Terminal illness of a close family member</li> <li>○ Other extenuating circumstances</li> </ul> <p>The decision of the Centre/ Programme Co-ordinator should be communicated to the Learner as soon as is possible</p>	<p>Principal Programme Co-ordinator Learner</p>	<p>Letter requesting compassionate consideration from the Learner</p> <p>Minutes or notes from meetings held to discuss the matter</p> <p>Decision communicated to the Learner</p>

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** **B6.3 Security of Assessment Related Processes and Material**

**Purpose:** To describe how the security and integrity of assessment materials, assessment processes and Learner work are maintained throughout a programme of study.

**Staff involved:** Principal, Programme Co-ordinator, Assessors, Examination Supervisor, Learner

Methods used to carry out the procedure	Who does it:	Examples of evidence generated
Copies of briefs and marking schemes will be kept by the Centre/ Programme Co-ordinator in a secure location and will be made available to the Internal Verifier and External Authenticator when requested	Assessor Programme Co-ordinator Principal	Copies of all briefs and marking schemes
Copies of examination papers, marking schemes and outline solutions will be kept by the Centre/ Programme Co-ordinator in a secure location and will be made available to the Internal Verifier and External Authenticator when requested.	Assessor Programme Co-ordinator Principal	Copies of the examination paper, marking schemes and outline solutions
Where an examination is used as the technique an attendance roll will be devised. All Learners will be required to sign the roll and a check will be carried out at the end of the examination to ensure the number of signatures on the roll matches the number of scripts handed up. The exam supervisor will then also sign the roll to confirm that everything is in order before giving it to the Programme Co-ordinator for safe keeping  Please Note: Examination papers must be sight unseen	Exam supervisor Programme Co-ordinator	Attendance roll
When a Learner submits work, receipt of same will be recorded by the Assessor	Assessors	Record of acceptance of assessment material from the Learner
Completed and submitted assessment work will be stored in a secure location (provided) throughout all stages of the assessment process	Assessors	Storage
Dates during which a Learner can appeal a result will be highlighted to all Assessors and Learners (see B6.2 and B6.9).  If a Learner insists on taking his/her assessment material out of the Centre before the appeals time has elapsed or modifies the work in any way, that Learner will sign a declaration attesting to the fact that s/he waives any right to an appeal.	Programme Co-ordinator, Assessors	Copies of notices informing Learners of appeal dates  Copies of the signed declaration
Learners must attest to the fact that all assessment work presented is their own by signing a declaration. Learners must be informed that where text, graphs, images, research, or ideas from another published sources are used, these must be acknowledged and correctly referenced	Assessors.	Signed declarations
Written assignments, projects, examinations or collections of work submitted for assessment and certification will not	Programme co-ordinator	Receipts for return of work

<p>normally be returned to Learners – Learners are advised to make copies before submission.</p> <p>Practical work may be returned at an agreed date after the appeals period has elapsed</p>	Learners	<p>Learner/ Centre Contract</p> <p>Induction information for Learners</p>
<p>Learners must attest to the fact that all assessment work presented is their own. An Assessor may confirm that the assessment evidence is reliable and genuine by the following means:</p> <ul style="list-style-type: none"> <li>○ Questioning</li> <li>○ Authorship statement</li> <li>○ Personal log</li> <li>○ Personal statements</li> <li>○ Peer reports</li> <li>○ Independent testimony</li> </ul> <p>For further information on these methods of confirming that Learner assessment work is reliable, please see section 3.2.4 of FETAC's Quality Assuring Assessment, Guidelines for Providers, May 2007, pages 13 and 14</p>	Assessors	<p>Signed declarations by the Learner or a third party</p> <p>Evidence of questioning the Learner</p> <p>Peer Reports</p> <p>Personal Log</p> <p>Personal Statements from the Learner</p>

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** **B6.4 Reasonable Accommodation**

**Purpose:** To cater for the needs of all Learners, regardless of age, disability, family status, gender, race, marital status, sexual orientation, religious beliefs or membership of the traveller community, as far as practicable.

**Staff involved:** Programme Co-ordinator and Assessors

Methods used to carry out the procedure	Who does it:	Examples of evidence generated
A Learner who will need special accommodation(s) will be invited to meet with the Programme Co-ordinator to see how best to accommodate him/her in assessment	Programme Co-ordinator	Record of the meeting
<p>The Programme Co-ordinator will meet with the Assessor to identify the adaptation/ accommodation needed and to decide how best to implement this.</p> <p>Special accommodations will be implemented in a fair and impartial manner and will in no way advantage or disadvantage the Learner. Special Accommodations will only be provided where doing so will not compromise the integrity of the award.</p> <p>The adaptations may include the following:</p> <ul style="list-style-type: none"> <li>○ Modified assignment briefs/ examination papers</li> <li>○ Scribes/ readers</li> <li>○ Use of sign language interpreters</li> <li>○ Practical assistants</li> <li>○ Rest periods</li> <li>○ Adaptive equipment/ software</li> <li>○ Use of assistive technology</li> <li>○ Extra time</li> </ul>	Programme Co-ordinator Assessors	Minutes/ notes from meeting Agreed plan of action
The Programme Co-ordinator will note all requests for Reasonable Accommodations so that over time a history of requests and outcomes will be recorded so that they can be referred to by staff to ensure consistency and fairness in dealing with all Learners	Programme Co-ordinator	Record of all requests for reasonable accommodation and the outcome

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** **B6.5 Consistency of Marking Between Assessors**

**Purpose:** To detail how Assessors will mark work in a fair and consistent fashion

**Staff involved:** Principal, Programme Co-ordinator, Assessors, Internal Verifier, External Authenticator, Results Approval Panel

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>On appointment each new tutor will be facilitated to attend induction which will include details of assessment procedures</p> <p>Guidelines will be given to the Assessors detailing how to devise assessment material, generate and apply outline solutions and marking schemes</p>	Experienced Assessor	<p>Proof of Attendance at seminars</p> <p>Copies of the Assessment guidelines</p>
<p>Issues relating to marking of material will be allocated time at staff meetings at appropriate times</p>	Assessors, the Programme Co-ordinator	Minutes of meetings of Assessors
<p>After each External Authentication period, any discrepancies between the Assessor's marking and the External Authenticator's moderating will be examined and highlighted within the Centre. Appropriate action will be taken in response</p>	<p>External Examiner</p> <p>Principal</p> <p>Programme Co-ordinator</p> <p>Assessor</p>	<p>Centre Report form</p> <p>Actions taken documented</p>
<p>Monitoring of Learners' portfolios of assessment will be the responsibility of the Internal Verifier and moderating will be the responsibility of the External Authenticator</p> <p>Any issues identified by either will be included in their respective reports and will be discussed by the Results Approval Panel and appropriate action agreed</p> <p>Any discrepancies highlighted, that are resulting in an inconsistency of marking between the Assessors, will be communicated by the Results Approval Panel to the Principal for appropriate action to be taken</p>	<p>Internal Verifier</p> <p>External Authenticator</p> <p>Results Approval Panel</p> <p>Principal</p>	<p>Internal Verification Report</p> <p>External Authentication Report</p> <p>Results Approval Panel Report</p>

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** ***B6.6 Assessment Performed by Third Parties***

**Purpose:** To detail how assessment carried out by third parties will be fair and consistent.

**Staff involved:** Programme Co-ordinator

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Copies of assessment guidelines will be made available to new Assessors, including contracted trainers, subject matter experts such as those delivering First Aid modules and employers who may be assessing learners while on work placement	Programme Co-ordinator	Copies of the assessment guidelines.
The timetable of in-service training for Assessors will be made available to third party Assessors external to the centre/provider	Programme Co-ordinator	Copy of timetable
Assessors external to a location will be given the opportunity to highlight any issues to the Programme Co-ordinator and have access to the same supports and resources that other Assessors delivering on a programme will have	Programme Co-ordinator	Records of meetings

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** ***B6.7.1 Internal Verification***

**Purpose:** To document the process of internally verifying Institiud Thuamhumhan’s assessment procedures related to planning, managing and implementing all aspects of assessment practices

**Staff involved:** Principal, Internal Verifier

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
The Internal Verifier will be briefed in their role by the Principal or designate. The North Tipperary VEC Internal Verification Report template may be used as a basis for this briefing	Principal or designate	Minutes of meetings Powerpoint presentations Handouts
The Internal Verifier will produce an Internal Verification report which will be made available to the External Authenticator and the Results Approval Panel  The Internal Verification Report will also be filed for Institiud Thuamhumhan’s Self Evaluation Process and Internal Monitoring Process and made available to the FETAC Monitor, on request  A template for the Internal Verification Report is available for use on North Tipperary VEC’s website	Internal Verifier	Internal Verification Report



**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** ***B6.7.2 External Authentication***

**Purpose:** To document the process of externally authenticating Institiud Thuamhumhan’s fair and consistent assessment of learners in accordance with national standards. The procedure outlines how the process is implemented to ensure the credibility of Institiud Thuamhumhan’s assessment processes and to ensure that assessment results have been marked in a valid and reliable way and are compliant with the requirements for the award.

**Staff involved:** Principals, External Authenticator

Methods used to carry out the procedure	Who does it:	Examples of evidence generated
<p>The Principal or designate will manage the External Authentication Process</p> <p>The External Authenticator(s) will be chosen from the FETAC panel of External Authenticators and will be contacted by the Principal or designate</p> <p>The External Authenticator will be independent of the Centre to which they are assigned and will have broad subject matter expertise in the appropriate field or sub-field in which they are moderating results</p>	Principal or designate	Name and contact details of External Authenticator(s)
<p>The External Authenticator will agree terms and conditions for the Authentication Process with Institiud Thuamhumhan through the Principal or designate. The following should be agreed in advance of the External Authenticator visiting the Provider:</p> <ul style="list-style-type: none"> <li>• Dates/times/venues</li> <li>• Volume of work – module(s) (names and levels) and numbers of assessment portfolios to be authenticated by each authenticator</li> <li>• Paperwork to be completed and the time allocated to this</li> <li>• Agree the date by which the External Authentication Report will be completed</li> <li>• Other responsibilities – providing feedback to appropriate personnel and availability to the Results Approval Panel</li> <li>• Remuneration (if appropriate)</li> </ul> <p>The Principal or designate should also confirm availability of the following for the External Authenticator:</p> <ul style="list-style-type: none"> <li>• ALL relevant assessment instruments and appropriate supporting documentation: <ul style="list-style-type: none"> <li>▪ Assessment briefs</li> <li>▪ Examination papers</li> <li>▪ Marking schemes</li> </ul> </li> </ul>	External Authenticator	Confirmation letter from the External Authenticator

<ul style="list-style-type: none"> <li>▪ Outline solutions</li> <li>▪ Assessment plan(s)</li> <li>• ALL Learner assessment evidence</li> <li>• ALL Learner assessment results recorded on the Authentication Report by Learner Group by Minor Award Results sheet from the FBS</li> <li>• List of Assessors per module and/or class group</li> <li>• Internal Verification Report(s)</li> <li>• North Tipperary VEC's sampling strategy</li> </ul>		
<p>The External Authenticator will produce an External Authentication Report which will be made available to the Results Approval Panel, through the Principal or designate</p> <p>The External Authentication Report will also be filed for Institiud Thuamhumhan's Self Evaluation Process and Internal Monitoring Process and made available to the FETAC Monitor, on request.</p> <p>The External Authentication Report must be in writing/ word processed and a copy must be sent to the Principal or designate by the agreed date.</p> <p>A template for the External Authentication Report is available for use on North Tipperary VEC's website</p>	<p>External Authenticator Principal</p>	<p>External Authentication Report</p>
<p>The External Authenticator may be required to be available to the Results Approval Panel. The Principal or designate will confirm these details with the External Authenticator at the beginning of the process</p>	<p>Principal or designate</p>	<p>Results Approval Panel Report</p>

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** ***B6.8 Feedback to Learners***

**Purpose:** To maximise Learners chances of success in a programme, feedback will be provided in an informative and timely fashion.

**Staff involved:** Assessors, Results Approval Panel

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Learners will receive feedback on assessment(s) throughout a programme of study that will inform their participation on the programme  The feedback may include comments, suggestions for improvements or it may identify gaps in their work. The feedback will be informative, timely and constructive in nature.	Assessors	Staff verification
Provisional results are subject to approval by the Results Approval Panel and should not be given to Learners until after the Results Approval Panel have met and signed off on them	Results Approval Panel	Statement of Results issued to Learners

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** **B6.9 Learner Appeals**

**Purpose:** To detail how Learners may appeal any result that they deem to be unfair or inconsistent with the work they submitted for assessment. This appeal may be made once results are signed off by the Results Approval Panel. The appeal is made to the Provider.

**Staff involved:** Appeals Contact Person, Principal, Centre/Programme Co-ordinator, VEC Head Office

Methods used to carry out the procedure	Who does it:	Examples of evidence generated
<p>Learners will be made aware of North Tipperary VEC's appeals process, see Procedure B6.2 Information to Learners, (learner handbook, notice board etc) and sign a declaration to attest to the fact that they have been made aware of the process (e.g. Centre/ Learner agreement)</p> <p>Relevant staff will also be made aware of North Tipperary VEC's appeals process through, for example, the staff handbook, bulletin, notice board, North Tipperary VEC's website</p>	Principal	<p>Centre/ Learner agreement</p> <p>Website</p> <p>Staff handbook</p> <p>Notice board contents</p>
<p>Each Centre will nominate an Appeals Contact Person who will have overall responsibility for appeals. This includes:</p> <ul style="list-style-type: none"> <li>making information relating to appealing a result and/or the process available to staff and Learners</li> <li>being available to meet with Learners to discuss matters relating to appeals</li> <li>co-ordinating the appeal of the result and or process</li> </ul>	Appeals Contact Person	Minutes/notes of meetings or e-mails
<p>For a Centre wishing to facilitate a learner to appeal a result for the June certification period, North Tipperary VEC will use the appeals services provided by City of Cork VEC. Specific information relating to this process will be forwarded to each location within the VEC from North Tipperary VEC Head Office once it is received from City of Cork VEC.</p> <p>The Principal or Centre/Programme Co-ordinator will ensure this information is communicated to the Appeals Contact Person with responsibility for co-ordinating the appeals process locally within the Centre</p> <p>The learner will be informed of the outcome of his/her appeal once this information is received by the Appeals Contact Person.</p>	<p>VEC Head Office</p> <p>Principal</p> <p>Centre/Programme Co-ordinator</p>	
<p>For a Centre wishing to facilitate a learner to appeal a result for a certification period other than June, NTVEC will implement its own appeals process as follows:</p> <p>Notice of an appeal should be submitted on an Appeals Application Form in line with the key dates associated with the Appeals Process. This form is available from the Appeals Contact Person and North Tipperary VEC's website.</p> <p>The services of an assessor who was not the original assessor</p>	Appeals Contact Person	Appeals Application Form

<p>will be engaged to review the learner evidence and determine the appropriate grade</p> <p>The findings of the assessor will be communicated to the Appeals Contact Person who in turn will communicate the findings to the learner</p>		
<p>The decision of the appeal assessor will be recorded on the template available for download from <a href="http://www.tippnorthvec.ie">www.tippnorthvec.ie</a>. A copy of the completed template will be included in the folder housing the original Internal Verification Report, the original External Authentication Report and the original Authentication Report by Learner Group by Minor Award Results sheet</p>	Appeals Contact Person	Completed Record of Appeals Result Template
<p>Upon appeal, if the learner is granted an upgrade and FETAC has not yet issued the learner's certificate, the Appeals Contact Person will contact FETAC by e-mailing <a href="mailto:certification@fetac.ie">certification@fetac.ie</a>, inform them of the new grade for this learner and request FETAC to make the necessary change on the learner's transcript and certificate. Official documentation relating to the appeal should accompany this e-mail as evidence that the appeals process was implemented correctly.</p> <p>OR</p> <p>Upon appeal, if the learner is granted an upgrade, and FETAC has already issued the learner's certificate, the Appeals Contact Person will complete the Change of Certificate Request form which will have been issued by FETAC with the Certificates and forwarded to FETAC. Official documentation relating to the appeal should accompany this form as evidence that the appeals process was implemented correctly.</p> <p>Please note: only successful appeals need to be notified to FETAC.</p>	Appeals Contact Person	e-mail completed Change of Certificate Request form
<p>Learners will be made aware that they can appeal a result on condition that their work has not been altered in any way since the original assessment (see B6.3)</p>	Centre/ Programme Co-ordinator	Centre/ Learner Agreement

**Provider Name:** *Institiud Thuamhumhan*  
**Policy Area:** *B6 Fair and Consistent Assessment of Learners*

**Procedure:** ***B6.10 Results Approval***

**Purpose:** To detail the procedure to ensure assessment decisions and results are reviewed, judged and processed in a fair, consistent and transparent manner and are signed off by the Centre prior to submitting them to FETAC for certification

**Staff involved:** Appropriate staff as listed below, Results Approval Panel

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>Once the Internal Verification and External Authentication Processes are complete, a Results Approval Panel will be convened, made up on the following, as appropriate,:</p> <ul style="list-style-type: none"> <li>• Adult Education Officer</li> <li>• Adult Literacy Organiser</li> <li>• Assessors</li> <li>• Principal</li> <li>• Chief Executive Officer</li> <li>• Community Education Facilitator</li> <li>• Department Heads</li> <li>• Deputy Principal</li> <li>• External Authenticator(s)</li> <li>• Internal Verifier(s)</li> </ul> <p>A minimum of three of the above must be in attendance in order for the functions of the Results Approval Panel to be carried out effectively</p>	Appropriate staff from the list on the left	List of members of the Results Approval Panel
<p>The Results Approval Panel will:</p> <ul style="list-style-type: none"> <li>• Review all Learner results recorded</li> <li>• Review the Internal Verification and External Authentication Reports</li> <li>• Judge the outcomes and recommendations of the reports (including changes to assessment grades) made</li> <li>• Reach agreement on any response/ actions required</li> <li>• Reach agreement to approve the authenticated results and sign off on them</li> <li>• Agree to the submission to FETAC, by the Centre, of final results and to request certification</li> <li>• Agree to the issuing of results to the Learners by the Centre</li> </ul>	Results Approval Panel	Minutes/ Notes taken at the panel meeting
The Results Approval Panel will produce a Results Approval Panel Report which may be in the format of the minutes of	Results Approval Panel	Results Approval Panel Report (may take the form

<p>the meeting of the panel or may be on a Results Approval Panel Report, the template for which is available on North Tipperary VEC's website</p> <p>The Results Approval Panel Report will be filed for Institiud Thuamhumhan's Self Evaluation Process and Internal Monitoring Process and made available to the FETAC Monitor, on request</p>		<p>of the minutes of the meeting)</p>
<p>Following the Results Approval Panel signing off on the results, each Centre/ Programme Co-ordinator will be contacted by a nominated person, identified by the panel. This person will forward to the Centre/Programme Co-ordinator:</p> <ul style="list-style-type: none"> <li>• A list of the approved results</li> <li>• Any recommendations or actions to be taken going forward to reaffirm the integrity of the assessment process in Institiud Thuamhumhan</li> <li>• The approval of the Results Approval Panel for the results to be forwarded to FETAC and be issued to Learners by the Centre</li> </ul>	<p>Centre/ Programme Co-ordinator</p> <p>Results Approval Committee nominated person</p>	<p>List of approved results on the Provisional Results Sheet</p> <p>e-mails or letters</p>
<p>Any issues or recommendations made by the Results Approval Panel will be considered and acted on by the relevant centre.</p> <p>As appropriate these issues or recommendations may also be considered by the Principals/Programme Co-ordinators of Institiud Thuamhumhan at relevant meetings</p> <p>In addition, any training needs of staff may be identified</p>	<p>Centre Directors and relevant staff</p> <p>Senior managers and FE Managers</p>	<p>Minutes of meetings</p> <p>Training schedule for staff</p>

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B6 Fair and Consistent Assessment of Learners

**Procedure:** ***B6.11 Corrective Action***

**Purpose:** To detail the steps that will be taken in the event that any error, omission or action impacting on the validity of the assessment process is identified.

**Staff involved:** Principal in consultation with relevant parties

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>On identification of an issue that calls into question the integrity of the assessment process this issue will be fully investigated and the following steps implemented:-</p> <ul style="list-style-type: none"><li>• notify Principal who will take necessary action</li><li>• The Principal will meet with appropriate party(s)</li><li>• s/he will allow the party(s) respond</li><li>• s/he will agree action</li><li>• s/he will document action</li><li>• s/he will notify FETAC if necessary</li><li>• s/he will notify the FETAC QA Working Group in the case of procedures needing to be amended in line with the findings of the investigation</li></ul>	<p>Principal in consultation with relevant parties</p>	<p>Copies of notes detailing the issue and the action(s) taken</p>



**Provider Name: Institiud Thuamhumhan**

**Policy Area B7: Protection for Learners**

***Policy:***

It is the policy of Institiud Thuamhumhan to ensure appropriate arrangements are in place for the protection of Learners participating in programmes of 3 months duration or more. Section 43 of the qualifications (Education & Training) Act 1999 does not apply to Institiud Thuamhumhan

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B7 Protection for Learners

**Procedure:** ***B7.1 Cessation of programmes***

**Purpose:** This procedure details how the provider will endeavour to protect Learners in the event that their programme ceases unexpectedly.

**Staff involved:** Institiud Thuamhumhan Staff Member

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Institiud Thuamhumhan will, in the case of a programme terminating before completion: 1. Source a similar programme. If this is not possible then 2. Offer an alternative programme If this is not acceptable 3. Implement the refund procedure of Institiud Thuamhumhan	Institiud Thuamhumhan Staff Member	Similar programme details/alternative programme details/evidence of refund  Evidence of alternative being brought to attention of Learners, e.g., letters, minutes of meeting

## **Provider Name: Institiud Thuamhumhan**

### **Policy Area B9: Self Evaluation of Programmes and Services**

#### ***Policy***

Institiud Thuamhumhan recognises that self evaluation of its programmes and services is fundamental to quality assurance. It recognises that self evaluation is central to:

- encouraging reflective practice
- promoting accountability to Learners, staff and other stakeholders
- measuring success against stated objectives.

Hence Institiud Thuamhumhan will develop a structured and systematic process to explore, reflect and report on the quality of its programmes and services.

Key elements of the self-evaluation strategy will be to:

- engage stakeholders
- design appropriate methodologies for the evaluation
- gather credible evidence from a range of sources
- draw and justify conclusion
- make recommendations for improvement

The primary focus of the self evaluation process is to produce a constructive report which will help the provider to maintain and improve the quality of its programmes and services.

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B9 Self Evaluation of Programmes and Services

**Procedure:** ***B9.1 Assignment of responsibility***

**Purpose:** To ensure that the roles of those involved in self evaluation of programmes and services are clear and understood

**Staff involved:** Institiud Thuamhumhan staff, FETAC QA Working Group

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Institiud Thuamhumhan will establish a Self Evaluation Team to carry out the self evaluation process, and provide written terms of reference, including a person to co-ordinate the team and the process  Institiud Thuamhumhan and its related Centres will assign the resources and support necessary to enable the process to proceed successfully	Institiud Thuamhumhan in conjunction with nominated staff members	Written terms of reference  Minutes of meeting

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B9 Self Evaluation of Programmes and Services

**Procedure:** ***B9.2 Frequency of self evaluation***

**Purpose:** To carry out self evaluation at an appropriate frequency to ensure a quality experience for Learners

**Staff involved:** FETAC QA Working Group, Senior/FE Managers, Self Evaluation Team

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
Evaluation of a programme and related services will be carried out according to Institiud Thuamhumhan’s self evaluation plan which will be agreed initially by the FETAC QA Working Group and then by the Senior/FE Managers	FETAC QA Working Group Senior/FE Managers	Institiud Thuamhumhan’s self evaluation plan and timetable
Each programme and related service will be evaluated at least every four years	Self Evaluation Team	Self Evaluation plan and timetable

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B9 Self Evaluation of Programmes and Services

**Procedure:** **B9.3 Range**

**Purpose:** To enable Centres to maximise the effectiveness of the self evaluation process by evaluating courses together where this is desirable

**Staff involved:** Institiud Thuamhumhan, FETAC QA Working Group

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
While normally programmes will be self evaluated on an individual basis, where programmes have significant overlap in terms of content and focus or where the same programmes are offered in a number of locations within Institiud Thuamhumhan, such programmes may be grouped for the purposes of self evaluation	Institiud Thuamhumhan FETAC QA Working Group	Self Evaluation plan and timetable

**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B9 Self Evaluation of Programmes and Services

**Procedure:** ***B9.4 Learner Involvement***

**Purpose:** To ensure that the experiences of Learners, current and past, are central to the evaluation process

**Staff involved:** Programme Co-ordinators, Tutors, Self Evaluation Team, Learners Council, Learners

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
The views of current Learners will be systematically recorded throughout their participation in a programme	Programme Co-ordinator Tutors Learners' Council Learners	Questionnaires Focus groups Interviews Evidence of complaints made
Views of past students, both graduates and those who left without completion of the programme will be sought as part of the process, where practical	Self Evaluation Team	Questionnaires Focus groups Interviews

**Provider Name:** Institiud Thuamhumhan  
**Policy Area:** B9 Self Evaluation of Programmes and Services

**Procedure:** ***B9.5 External Evaluator***

**Purpose:** To appoint an external evaluator who is independent of the programme and who has a sound educational background, a familiarity of the work-place in the vocational area of the programme, an understanding of evaluation procedures and methodologies, and an ability to contribute to the development and improvement of the programme

**Staff involved:** HR personnel, Self Evaluation Team Co-ordinator

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
The recruitment of a suitable external evaluator will be done in accordance with North Tipperary VEC recruitment policies and procedures	The HR department of NTVEC in consultation with Institiud Thuamhumhan's Co-ordinator of the Self Evaluation Team	Newspaper advertisements Job specification Contract of employment
A written job specification, and role brief will be prepared for the external evaluator	As above	Job specification Role brief



**Provider Name:** Institiud Thuamhumhan

**Policy Area:** B9 Self Evaluation of Programmes and Services

**Procedure:** ***B9.6 Methodology***

**Purpose:** To outline the methodology to be used in the self evaluation process

**Staff involved:** Institiud Thuamhumhan, Self Evaluation Team

<b>Methods used to carry out the procedure</b>	<b>Who does it:</b>	<b>Examples of evidence generated</b>
<p>Institiud Thuamhumhan will collect and analyse both quantitative and qualitative data from the following:</p> <ul style="list-style-type: none"><li>• Tutors</li><li>• Principals</li><li>• Learners</li><li>• Feedback from evaluation sheets, questionnaires, journals</li><li>• Records of observations made by any stakeholder</li><li>• Other appropriate data</li></ul>	<p>Self Evaluation Team</p>	<p>Completed Self Evaluation Checklist</p> <p>Programme Evaluation Report</p> <p>Journal entries</p> <p>Questionnaires</p> <p>Evaluation sheets</p> <p>Observations</p>

## **Appendix 1 Repeats Policy**

Learners wishing to repeat a module, following the issuing of final results, may approach the relevant QQI/FETAC Co-ordinator and discuss their options. Repeating a module may only be offered to a Learner when the centre/school is still offering the same module again in a subsequent certification period or where the centre/school has the resources to be able to offer a repeat.

A learner who was unsuccessful in passing a module or a learner who wishes to improve his/her original successful grade (Pass or Merit) may be offered the facility to repeat, subject to the capacity of the centre/school to offer the repeat.

In the event that the learner can be accommodated to repeat a module, the learner should be entered for certification in the appropriate module(s) on the QQI QBS. The work produced will be subjected to the usual Authentication and Results Approval process of North Tipperary.

Learners should be informed that where the learner is repeating the module to improve a Pass or Merit grade, this may affect the learner's ability to use certification in the major award to gain access to a third level institution where the learner may be required to achieve certification in the major award in one sitting.

The learner is required to present all evidence again, as required by the programme module. The Learner may present evidence from the previous round of assessment (clearly identified as such for the Authentication Process).

The learner may present new evidence, for example, an examination, an assignment, etc. This work must be marked and together with the examination paper/assessment brief and related documentation be available for the Authentication Process.

Examination papers must be sight unseen and therefore it is not appropriate to facilitate a learner to sit the same examination as previously sat.

## Appendix 2 Certification

QQI offers 6 certification periods per annum: February, April, June, August, October and December

North Tipperary will implement its Quality Assuring Assessment process for the June and December certification periods, as dictated by demand.

Where, for exceptional reasons, there is a need to offer certification to learners at a time other than June and December, a request will be made by the Principal/Centre Manager to the FETAC Working Group via Noel Colleran (ncolleran@tipperaryetb.ie). If the request is granted then the following process will be implemented:

1. North Tipperary's procedure for Internal Verification will be implemented
2. North Tipperary's procedure for External Authentication will be implemented where the component in question, delivered by the tutor in question, was not included in the sample externally authenticated in the previous 12 months. If the component in question, delivered by the tutor in question, was externally authenticated in the previous 12 months then for this round of certification the external authentication process need not be implemented
3. A Results Approval Panel will be convened to approve and sign off on the results
4. The centre/school in question will forward the approved results to QQI as final results, through the QBS and will also forward the results to the learners
5. Learners will be given the right of appeal and will be provided with all information relating to North Tipperary's Appeals Process