



**etb**

Bord Oideachais agus  
Oiliúna Thiobraid Árann  
*Tipperary Education and  
Training Board*

## TIPPERARY EDUCATION AND TRAINING BOARD'S PROGRESS REPORT TO QQI ON 2019 QUALITY IMPROVEMENT PLAN

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## Purpose and Context

In 2018, as a part of the re-engagement process with QQI, ETBs completed an executive self-evaluation of quality assurance and a subsequent Quality Improvement Plan (QIP) to address the identified areas for improvement.

To date, Tipperary ETB has published two annual improvement plans and it is envisioned that the publication of this report and a corresponding progress report on an annual basis will be a central part of the ETB's quality improvement process.

The purpose of this report is to provide a progress update against the improvement actions that were identified in the 2019 plan. The report begins by providing a summary of the main achievements and the challenges encountered during 2019. Following this, the improvement plan is presented in tabular format (Table 1) with a detailed update against each action that was identified. The status of each action is described against the four descriptors: Completed, On Track, Delayed or Not started. For any actions that have not been completed, revised timelines are included.

## Successes

Tipperary ETB's key achievements in respect to the quality improvement plan for 2019 include the following:

1. Assessment: Integrated QA assessment procedures in the area of internal verification and the examination process were completed and are currently being implemented across all FET QQI programmes. In addition, all integrated assessment procedures now use a set of definitions for commonly referenced terms. Other successes include the completion and use of standardised assessments for modules in childcare and healthcare further education programmes, as well as the completion of the project that involved a single EA providing authentication services across all community training programmes.
2. Ongoing revision of integrated QA procedures: practice has evolved to ensure that all feedback related to newly developed common procedures is noted and actioned. For example, the assessment procedures referred to above have been updated within the first year of

implementation, following various feedback from stakeholders. Further, the willingness of centres/staffs to contribute to the clarity and effectiveness of documented procedures can be measured from the receipt of ongoing suggestions, comments and improvements.

3. Documentation Control System: the need to create a system to manage versions and change history became clear as the year progressed. All newly revised or developed guidelines, procedures, policies, programme descriptors, module and assessment instruments for training, that are managed by the QA Office, now use this system, making the communication of changes to documentation easier and standardised.
4. Programmes of Education and Training: TETB was one of seven ETB's working as part of the ETBI ESOL Programme Development Working Group to respond to the key actions set out in both the review of ESOL provision conducted by SOLAS and ETBI and the Migrant Integration Strategy in relation to the development of unaccredited ESOL programmes. TETB developed and contributed to the resource library that was collated as one part of this response and is also part of the National Pilot of non-accredited ESOL provision through Family Learning.

A Community Education Facilitator (CEF) with the responsibility for Technology Enhanced Learning was appointed to assist in the TEL action Plan in the form of ICT infrastructure, on-going professional development, learning content and programme design and organisation structure. Moodle has now been deployed as a pilot to 3 PLC centres.

5. Staff Recruitment, Management and Development: Professional development of TETB staff was promoted through an extensive Continuous Professional Development plan that involved members of staff completing Level 6, 7 and 8 programmes awarded by NUIG and funded under TETB's Professional Development Policy. A programme of local CPD was also delivered in consultation with teaching and learning staff across 5 other areas: Technology Enhanced Learning, Quality Assurance, Vocational Upskilling, Management Training and working with Adult Learners.
6. Teaching and Learning: TETB participated on a number of National Research Projects in conjunction with NALA on Inclusion of Learners with Intellectual Disabilities, NALA Numeracy Research and Family Learning.

The Adult Literacy Service consulted with key stakeholders working with Adults with Disabilities, to develop resources to support QQI Level 1 accreditation to learners. Working groups were formed to progress work and locally organised professional development was provided through a workshop on Tutoring Adults with Intellectual Disabilities.

TETB set up a Workforce Development Team to broaden learning environments by offering new initiatives targeted at upskilling those in employment. A Workforce Development Community CEF was employed and a number of courses were delivered to employees through Skills to Advance and through Explore. Providing information to employers and developing relationships with employers was key to our work in 2019.

7. Support for Learners: A range of supports for learners was provided across programmes to include literacy support for Youthreach, VTOS and Apprenticeships ESOL support for non-native English in BTEI, PLCs and Apprenticeships, and, information and guidance to learners when accessing courses and throughout course delivery.

### Challenges of Implementing QIP 2019

1. Even though the quality improvement plan was devised collaboratively by senior management and the QA Steering Group (QASG), and, took account of the learnings from the previous years' experience, some of the timelines set out for implementation of identified actions were unrealistic. There were a few reasons for this:
  - a. the majority of staff who were assigned roles in the development of new QA actions were existing members of the QA Steering Group and have primary roles in other areas. This meant that the delivery of the project itself was fragmented and made continuity quite challenging, hence stretching the timeline further than intended.
  - b. timelines at the time of QIP planning took account of an additional resource assigned to the QA Unit and also did not factor in the retirement of the Director of FET, a key player in implementing and driving the QIP. The Director of FET role was covered by the Chief Executive (CE) during this period.

- c. Other priority and risk areas required attention during 2019 and these had not been included in the original improvement plan, thereby diverting current QA resources. For example, considerable time was spent writing procedures for the review of assessments used in training, drafting a work plan for updating assessments and developing and delivering training sessions for writers and evaluators. The implications of the GDPR in relation to examination material and other learner evidence also generated considerable consultations and a draft procedure.
  - d. Other quality initiatives were completed that took considerable time – but were not identified as a part of the QIP 2019 eg establishment of traineeships, TETB’s contribution to the development of the sectoral writing/referencing handbooks, the standardisation of commonly used QA documents and a documentation control system. A more robust quality planning process will maximise the capture of the majority of quality activities, at the time of planning.
  - e. Actions that require reliance on other departments for specialist knowledge or skills delayed original timelines.
2. Lack of resources in general within the QA Unit continues to be a challenge in achieving greater progress of the quality agenda.
  3. On reflection, the focus of the monitoring of the quality improvement plan may have been too narrow as the monitoring tracked the progress of the individual actions, rather than the focus being on monitoring the improvement plan in its entirety.
  4. The ability of the QASG, in conjunction with the QA office, to effectively and efficiently manage the variety, volume and complexity of quality assurance developments along with quality enhancement needs was found to be very challenging.

A review of the QA roles and functions, governance and management structures, the quality planning process, to include the policy development and the consultation process, is needed and will be a part of QIP 2020.

**TABLE 1: UPDATE OF PROGRESS ON TETB'S QUALITY IMPROVEMENT PLAN FOR 2019**

|  | Key Tasks/Activities   | Responsible Person(s)                    | Timeline           | Measure/Benchmark  | Status    | Update  | Revised Timeline |
|--|--|--|--------------------|--|-----------|---|------------------|
| <b>1. Governance and Management of Quality</b> |  |  |                    |  |           |   |                  |
| 1.1  | Continue to communicate via appropriate channels the need to ensure QA is adequately resourced | Director of FET                          | Jan 2019 - ongoing | Correspondence with Department of Education and Skills and SOLAS | Completed | New posts (filled under Community Education Facilitator) for: QA, Technology Enhanced Learning (TEL) and Employer-based training. New staff commenced in TETB in September 2019. Further post for QA support advertised Oct 2019  | N/A              |
| 1.2  | Continuation of established TETB QA governance structures and modified where needs arise       | Director of FET/ SMT / QA Steering Group | Jan 2019 - ongoing | Schedule of meetings for 2019                                    | Completed | Schedule of meetings was planned in early 2019 and distributed for groups: SMT, QASG, PAC<br><br>TETB's Terms of Reference for QA Governance was updated and published to website in October 2019:<br><a href="http://tipperary.etb.ie/further-education/quality-assurance/governance-and-management-of-quality-assurance/">http://tipperary.etb.ie/further-education/quality-assurance/governance-and-management-of-quality-assurance/</a> | N/A              |

|     |  |                   |          |  |           |   |     |
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| 1.3 | Revise and redefine direction for QA Task Groups | QA Steering Group | Oct 2019 | Terms of Reference and Guidelines for QA Task Groups | Completed | Terms of Reference for QA Task Groups was approved and published to website in August 2019. The terms of reference require the task group facilitator to devise a 'Task Group Brief' which includes the parameters and guidelines for the project. Included in the appendix of the terms of reference is a sample work brief. <a href="http://tipperary.etb.ie/further-education/quality-assurance/governance-and-management-of-quality-assurance/">http://tipperary.etb.ie/further-education/quality-assurance/governance-and-management-of-quality-assurance/</a> | N/A |
|-----|--|-------------------|----------|--|-----------|---|-----|

## 2. Documented Approach to Quality Assurance

|     |   |                   |                        |  |           |  |            |
|-----|---|-------------------|------------------------|--|-----------|--|------------|
| 2.1 | Maintain and enhance the quality assurance section of TETB's website with up-to-date information for relevant stakeholders such as: learners, TETB staff, employers, industry | QA Office         | Jan 2019 - ongoing     | Up-to-date quality assurance information on TETB website | Completed | As QA policies and procedures are revised they are uploaded to the QA section of the website. This work is ongoing. <a href="http://tipperary.etb.ie/further-education/quality-assurance/">http://tipperary.etb.ie/further-education/quality-assurance/</a>  | N/A        |
| 2.2 | Create a new TETB portal for the communication of QA information that is exclusive to TETB FET staff  | QA Office         | Sept 2019 – ongoing    | Secure online space that will communicate QA information | Delayed   | New QA SharePoint site has been created and final changes are being made by designers. The population of this space with relevant documents has begun in preparation for launch in Oct 2020.   | April 2020 |
| 2.3 | Development of commonly understood TETB QA terminology for use across all documented procedures   | QA Steering Group | 2019 – ongoing to 2020 | TETB published QA terminology                            | Completed | Glossary of Standard Language for use across all QA procedures was completed in October 2019: <a href="http://tipperary.etb.ie/further-education/quality-assurance/documented-approach-to-quality-assurance/">http://tipperary.etb.ie/further-education/quality-assurance/documented-approach-to-quality-assurance/</a> . Recently integrated QA procedures have been revised to use this terminology. | N/A        |

### 3. Programmes of Education and Training

|     |   |   |                        |  |          |   |          |
|-----|---|---|------------------------|--|----------|---|----------|
| 3.1 | Update TETB FET programme delivery, review and approval procedure   | QA Steering Group                         | Nov 2019               | Updated TETB FET programme delivery, review and approval procedure | Delayed  | <p>Work commenced in June 2019 with the update of existing QA documentation for programme/module requests. Updated documentation includes: Existing Programme Delivery Form; New Programme Development &amp; Delivery Form and Additional Modules Request form.</p> <p><a href="http://tipperary.etb.ie/further-education/quality-assurance/programmes-of-education-and-training/">http://tipperary.etb.ie/further-education/quality-assurance/programmes-of-education-and-training/</a></p> <p>The development of TETB's Programme Delivery and Approval procedure has started and is still in progress.</p> | Dec 2020 |
| 3.2 | Collaborate with ETBI and other ETBs to develop shareable curricula where TETB has the opportunity and capacity | QA Office/ TETB staff/ External expertise | 2019 - ongoing to 2020 | Curricula updated in collaboration with ETBI and other ETBs        | On Track | <p>TETB, along with 6 other ETBs and in conjunction with ETBI, have developed an unaccredited programme in ESOL for Family Learning. This is currently being piloted in the 7 ETBs.</p> <p>TETB was also a collaborating partner in the new Hairdressing Apprenticeship programme.</p>  | On-going |



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| 3.3 | Collaborate with SOLAS to explore how TETB can expand programme offerings via online platforms (eg Moodle, e-college) | Technology Enhanced Learning (TEL) Working Group | Dec 2019 - ongoing | Contact initiated with relevant SOLAS staff and an outline plan in place | On Track. | 2019 plan was developed. A Community Education Facilitator, with responsibility for TEL, was appointed in September 2019. Moodle has now been deployed to 3 centres. A 2020 plan is being developed.  | On-going |
| 3.4 | Collaborate with ETBI/QQI in the development of ESOL programmes   | AEO and relevant staff                           | Sept 2019          | TETB collaboration   | On Track  | AEO is on advisory board of National Literacy and Numeracy Advisory Committee where ESOL assessment on initial assessment is being reviewed.<br><br>Adult Literacy Organiser is working on sub-committee at ETBI on ESOL for schools and non-accredited ESOL programmes for learners.   |          |
| 3.5 | Progress alternative ESOL provision in response to learner demand   | AEO and relevant staff                           | Jan 2019 - ongoing | Business plan submitted to Cambridge English                             | Completed | A restructuring of the Adult Literacy Service took place in 2019 and a new Adult Literacy Organiser was appointed in May 2019 (responsibility for ESOL, SFW and Learner Support). Subsequent to this, a Resource Worker and Administrative Support were also appointed to work with this ALO (Oct 2019). ESOL practices have been standardised in TETB and provision has been extended under the responsibility of this ALO for all levels.<br><br>Cambridge visit to TETB is planned for Feb 2020. |          |

## Staff Recruitment, Management and Development

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|-----|--|--------------------|--------------------|--------------------------------------|-----------|---|-----|
| 4.1 | Develop and maintain a professional development plan for FET staff to ensure they are upskilled in areas aligned to the FET PD Strategy. This plan will include local, national and international professional development opportunities | SMT                | Feb 2019 - ongoing | Calendar of professional development | Completed | A professional development plan for TETB was submitted to SOLAS in Feb 2019 with sections on Technology Enhanced Learning, Quality Assurance, Vocational Upskilling, Management Training, Enterprise Engagement, ICT, Working with Adult Learners, etc. A final report on international professional development mobilities, as part of Erasmus KA104, was submitted to Leargas in Nov 2019. In all, 15 staff members in adult education services participated in professional development opportunities in Europe. | N/A |
| 4.2 | Update the TETB Continuing Professional Development (CPD) policy   | CPD Steering Group | June 2019          | Published CPD policy                 | Completed | Policy revised and published on website in August 2019. <a href="http://tipperary.etb.ie/about-us/information-tetb-staff/tetb-policies/">http://tipperary.etb.ie/about-us/information-tetb-staff/tetb-policies/</a>   | N/A |

## 5. Teaching and Learning

|     |   |                         |          |   |           |   |         |
|-----|---|-------------------------|----------|---|-----------|---|---------|
| 5.1 | Progress the implementation of the Integrating Literacy and Numeracy policy by establishing a Literacy and Numeracy Working Group | AEO and Director of FET | Oct 2019 | Literacy and Numeracy Working Group established | Completed | The Literacy and Numeracy Working Group was established in December 2019. This group will work in line with TETB's organisation-wide Literacy policy. | Ongoing |
|-----|---|-------------------------|----------|---|-----------|---|---------|

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| 5.2 | Support the development of critical reflection skills amongst Learning Practitioners | AEO | Sept 2019            | Participation in QQI Level 7 component Transformative Community Education   | Completed                                   | Community Education tutors in TETB were offered the opportunity to take part in the An Cosan programme at Level 7 in Transformative Learning which was delivered in a Virtual Classroom over 8 classes and 2 contact dates. 4 Community Education Tutors completed this option and the option was extended to administrative staff in August 2019 who work on Community Education Programmes with the CEF's.  | N/A |
| 5.3 | Respect and attend to the diversity of learners and their needs                      | AEO | April 2019 - ongoing | Intercultural awareness training for Learning Practitioners working with diverse groups<br><br>Mental Health First Aid training for relevant staff<br><br>Workshop for meeting the needs of adults with intellectual disabilities | Completed<br><br>Completed<br><br>Completed | Intercultural awareness sessions were facilitated for TETB Staff who were working with migrants, asylum seekers and refugees who were part of a resettlement project.<br><br>Mental Health Ireland ran two sessions on Mental Health First Aid and subsequently delivered an accredited First Aid course in the autumn.<br><a href="http://tipperary.etb.ie/latest-news/stan-wellness-workshop">http://tipperary.etb.ie/latest-news/stan-wellness-workshop</a><br><br>ALO's and AEO attended NALA Workshop in meeting the needs of adults with intellectual disabilities. | N/A |

|     |  |                         |                    |  |                             |  |     |
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| 5.4 | At national level, contribute to family learning initiatives and participate in a pilot on inclusion for learners with disabilities in the Adult Literacy Scheme | AEO and Director of FET | April 2019-ongoing | <p>Contribution to family learning initiatives</p> <p>Participation in national pilot on using guidelines on inclusion of adults with learning disabilities.</p> | Completed<br><br>Completed. | <p>TETB Adult Literacy staff attended the 'Valuing Parent: Linking Policy and Practice' Conference in March 2019 with LCETB. The staff members who attended worked with the ALO's to develop Family Learning in TETB. AEO participated in a national survey of Family Learning in 2018/2019 with NALA and TETB Family Learning Staff supported a focus group with NALA in Carrick-on-Suir in 2019. TETB also facilitated Family Learning Group with the Adult Literacy Service to meet with NALA. Working relationships with Home School Liaison Officers was developed in 2019. <a href="https://lcetb.ie/tag/family-learning/">https://lcetb.ie/tag/family-learning/</a></p> | N/A |
|-----|--|-------------------------|--------------------|--|-----------------------------|--|-----|



|     |  |     |                      |  |           |   |     |
|-----|--|-----|----------------------|--|-----------|---|-----|
| 5.5 | Broaden learning environments by offering new initiatives targeted at upskilling those in employment | SMT | March 2019 - ongoing | <p>Additional funding for upskilling initiatives is secured</p> <p>Learners in employment engaged in a range of upskilling initiatives</p> | Completed | <p>TETB set up a Workplace Development Group in 2019 to develop the team who directly engage with employers i.e. programme staff from Apprentices, Skills for Work, Skills to Advance and Explore. TETB extended the ranges of courses available to employees by developing 2 new initiatives: <i>Explore</i> Programme and <i>Skills to Advance</i>. TETB delivered 5 <i>Explore</i> Programmes in 2019 in partnership with the Regional Skills Fora. The purpose of the programmes was to engage with those in the manufacturing sector between the ages of 35 and 55 who are interested in upskilling their digital capacity, or those employees who upskilling with enhance digital capacity within the workplace. Companies who successfully took part included Ribworld, Glesson Steel, Cantwell Engineering, Timberlane Design, Purcell Engineering, etc. Skills to Advance Coordinator was appointed and is now supported the overall provision of courses for those in employment in Tipperary.</p> <p><a href="http://tipperary.etb.ie/latest-news/explore-programme-a-digital-skills-initiative/">http://tipperary.etb.ie/latest-news/explore-programme-a-digital-skills-initiative/</a></p> | N/A |
|-----|--|-----|----------------------|--|-----------|---|-----|

## 6. Assessment of Learners

|     |  |                   |            |  |           |  |              |
|-----|--|-------------------|------------|--|-----------|--|--------------|
| 6.1 | Review the draft TETB procedure on Reasonable Accommodation in assessment in order to advance to implementation stage  | QA Steering Group | Dec 2019   | A TETB FET Reasonable Accommodation procedure  | Delayed   | Procedure went out for consultation in Oct and feedback was received in Nov 2019. The QA Task group, that were responsible for the development of this procedure, will re-convene in Jan 2020 to consider the feedback.  | January 2020 |
| 6.2 | Integrate and merge internal verification processes in further education and training  | QA Steering Group | March 2019 | A TETB FET Internal Verification procedure   | Completed | An integrated FET IV procedure with associated templates was published March 2019 and is currently being implemented by all FET centres running QQI awards. It has undergone one revision in October 2019. Available on: <a href="http://tipperary.etb.ie/further-education/quality-assurance/qa-policies-and-procedures-for-assessment-2/internal-verification/">http://tipperary.etb.ie/further-education/quality-assurance/qa-policies-and-procedures-for-assessment-2/internal-verification/</a> | N/A          |
| 6.3 | Commence the development of TETB FET marking guidelines for locally devised assessments  | QA Steering Group | Nov 2019   | TETB FET marking guidelines for locally devised assessments ready for consultation                 | Completed | Marking guidelines for QQI Level 4-6 programmes were published in Sept 2019 and are available on the website: <a href="http://tipperary.etb.ie/further-education/quality-assurance/qa-policies-and-procedures-for-assessment-2/marking-and-collating-learner-evidence/">http://tipperary.etb.ie/further-education/quality-assurance/qa-policies-and-procedures-for-assessment-2/marking-and-collating-learner-evidence/</a>  | N/A          |
| 6.4 | Engage the services of an External Authenticator to: <ul style="list-style-type: none"> <li>authenticate all community training programmes to ascertain consistency of assessment across provision and complete reports on findings</li> </ul> | QA Office         | Dec 2019   | Local and consolidated EA reports noting overall findings and recommendations for improvement plan | On Track  | An experienced EA was appointed to provide external authentication in all Community Training Centre programmes. The primary modules accessed in Community Training come from General Learning Level 4 and Employability Skills Level 3 plus one programme of Early Childcare   | N/A          |

|     |  |                   |            |   |           |  |            |
|-----|--|-------------------|------------|---|-----------|--|------------|
|     | <ul style="list-style-type: none"> <li>Develop improvement plan arising from recommendations above</li> </ul>  |                   |            |   |           | <p>Level 5 and one programme in Business Administration Level 5. The EA currently has provided authentication services in 11 out of 12 centres with the final authentication visit scheduled for Jan 2020.</p> <p>The EA's report, detailing findings and recommendations for improvement, is due by the end of January 2020. Following this, a CPD session - jointly delivered by the EA and the QA staff is arranged for Feb 2020.</p>   |            |
| 6.5 | Review the draft TETB FET procedure on secure storage of assessment materials, records and learner assessment evidence in order to advance to implementation stage | QA Steering Group | Dec 2019   | A draft TETB FET procedure on secure storage of assessment materials, records and learner assessment evidence | Delayed   | Procedure went out for consultation in Oct 2019 and feedback was received in Nov 2019. The QA Task group, that were responsible for the development of this procedure, will re-convene in early 2020 to consider the feedback.   | April 2020 |
| 6.6 | Review the draft TETB procedure on Examinations: Planning, Conducting and Concluding in order to advance to implementation stage                                   | QA Steering Group | April 2019 | A TETB FET Examinations: Planning, Conducting and Concluding procedure  | Completed | An integrated FET examination procedure, with associated templates, was published April 2019 and is currently being implemented in all FET centres delivering programmes leading to QQI awards. It has since undergone one revision in October 2019. Available on: <a href="http://tipperary.etb.ie/further-education/quality-assurance/qa-policies-and-procedures-for-assessment-2/conducting-assessment/">http://tipperary.etb.ie/further-education/quality-assurance/qa-policies-and-procedures-for-assessment-2/conducting-assessment/</a> | N/A        |

|     |  |                   |          |  |           |  |     |
|-----|--|-------------------|----------|--|-----------|--|-----|
| 6.7 | <p>Promote standardisation of assessment in FE Childcare and Healthcare programmes by:</p> <ul style="list-style-type: none"> <li>engaging the services of an experienced subject matter expert to: <ul style="list-style-type: none"> <li>review assessment instruments and related documentation</li> <li>provide feedback</li> <li>deliver CPD</li> </ul> </li> <li>facilitating the assessors to agree a bank of assessment instruments for sharing across TETB's FE programmes</li> </ul> | QA Steering Group | Nov 2019 | Establishment of a community of practice<br>Shared assessment briefs | Completed | <p>An experienced EA was employed to work with TETB's teachers/tutors of childcare and healthcare modules over the course of a series of CPDs event held in first quarter of 2019. The EA reviewed assessment instruments and related documentation provided by teachers/tutors and presented feedback and recommendations at a further CPD session.</p> <p>Following this, teachers/tutors met over 2-3 meetings in September 2019 and produced exemplar assessment instruments which were then endorsed by the EA who has agreed to authenticate in May 2020.</p> <p>Use of these exemplars was made optional for all FE teachers/tutors in TETB from Sept 2019 to May 2020. The assessments are centrally managed by QA office and are distributed to teachers/tutors upon request.</p> | N/A |
|-----|--|-------------------|----------|--|-----------|--|-----|

## 7. Supports for Learners

|     |  |                   |          |  |          |   |     |
|-----|--|-------------------|----------|--|----------|---|-----|
| 7.1 | Continue work on progressing the development of a TETB Learner Handbook for FET learners | QA Steering Group | Jun-2020 | Learner Handbook developed and available to Learners | On Track | Feedback from QASG members was sought and worked upon in Jan 2019. In Nov 2019, 2 additional members have agreed to join the task group to provide better provision representation. | N/A |
|-----|--|-------------------|----------|--|----------|---|-----|



|     |  |                        |            |   |           |  |     |
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| 7.2 | Support active inclusion of learners with disabilities | SMT and relevant staff | Jan 2019   | Service Level Agreement in place between TETB and disability organisations. | Completed | Invitations to Disability agencies in Tipperary for tuition hours for Adult Literacy and Community Education for 2019/2020 were sent in October and hours were subsequently offered to agencies.<br><br>TETB Adult Literacy Service currently developing QQI Level 1 Award in Literacy and Numeracy that will be delivered to learners with disabilities for 2020. | N/A |
|     |  |                        | March 2019 | Agreed courses with Ability Matters   | Completed | <u>Ability Matters</u> : AEO and Information Staff attended and supported launch of Ability Matters in Tipperary. Community Education Facilitators linked with and provided a supportive role to Ability Matters in the roll out of Ability Matters programmes   |     |
|     |  |                        | Nov 2019   | TETB involved in ETBI pilot on working with learners with a disability      | Completed | <u>ETBI Pilot</u> : AEO worked with NALA for the pilot of working with learners with a disability. 2 Adult Literacy groups in TETB took part in the focus groups in May 2019: St. Cronan's Service in Nenagh and Rehab, The Mill in Clonmel. AEO and ALO's also attended training with NALA in this area.  |     |

|     |  |                        |                    |   |           |   |     |
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| 7.3 | Active inclusion of learners and providing opportunity for learner voice |                        | March 2019 ongoing | Feedback report following learner participation in AONTAS Adult learner's forum | Completed | TETB took part in the Aontas Adult Learners Feedback Forum in 2019 and a report was published by Aontas with the TETB Learner participation.<br><a href="http://tipperary.etb.ie/latest-news/tetb-fet-learners-participate-in-national-fet-learner-forum/">http://tipperary.etb.ie/latest-news/tetb-fet-learners-participate-in-national-fet-learner-forum/</a>   | N/A |
|     |  |                        |                    | Adult Learners festival - open events advertised on www.tipperaryetb.ie         | Completed | An extensive programme of events took place in the Adult Learners Festival in 2019 with events published on the TETB website. TETB Community Education Programme received a Star Award for the Men's Health Project.<br><a href="http://tipperary.etb.ie/latest-news/btei-learners-enjoying-the-aontas-adult-learners-festival/">http://tipperary.etb.ie/latest-news/btei-learners-enjoying-the-aontas-adult-learners-festival/</a> |     |
|     |  |                        |                    | Record of learner engagement in social inclusion activities                     | Completed | TETB ran a series of events for Mental Health week in October 2019. <a href="http://tipperary.etb.ie/latest-news/adult-literacy-mental-health-festival/">http://tipperary.etb.ie/latest-news/adult-literacy-mental-health-festival/</a>   |     |
|     |  |                        |                    | Application to NALA Student Development fund                                    | Completed | NALA provided support to Adult Literacy learners to take part in field events in 2019.  |     |
| 7.4 | Create links between TETB's Adult Guidance Service and local libraries   | AEO and Guidance staff | Jan 2019 - ongoing | Schedule of planned events  | Completed | AEO worked with libraries in Tipperary as part of Local Government Management Agency Agreement and ETBs. Annual planning and review meetings are held with TETB AEO, Guidance and Information Services with   | N/A |

|  |  |  |                    |   |           |   |          |
|--|--|--|--------------------|---|-----------|---|----------|
|  |  |  |                    |   |           | representatives from libraries in Tipperary.  |          |
| <b>8. Information and Data Management</b>      |  |  |                    |   |           |   |          |
| 8.1  | Submit change requests to ETBI, via TETB's PLSS advisory representatives, to assist in the enhancement of PLSS as a data management tool | TETB PLSS Advisory Group representatives | Jan 2019 - ongoing | Enhanced PLSS features  | Completed | Requests are sent to ETBI on an on-going basis via the TETB representatives on the PLSS Advisory Group. This activity is ongoing.   | N/A      |
| 8.2  | Analyse new Management Information System files to identify trends in provision that will inform planning                                | Director of FET/SMT                      | Jan 2019 - ongoing | Informed planning   | On Track  | Management Information System files are an agenda item on FET SMT   | On-going |
| 8.3  | Distribute QQI results data with relevant staff. Identify patterns and trends and possible courses of action                             | Director of FET/SMT                      | May 2019 - ongoing | Identified areas of good practice and those areas needing improvement | On Track  | Led by the Director of FET, commenced the process in June 2019 of looking at the TETB data, as opposed to individual centre data over a 3-year timeframe - 2016, 2017 and 2018. | On-going |
| <b>9. Public Information and Communication</b> |  |  |                    |   |           |   |          |
| 9.1  | Promote further education and training within TETB through various communications channels ensuring compliance with logo requirements    | Relevant FET Staff                       | Jan 2019 – ongoing | Promotional material with logos                                       | On Track  | On-going promotion through open days, social media, FET brochure, FET Committee and TETB and stakeholders   | On-going |
| 9.2  | Ensure that TETB is represented at promotional events  | Relevant FET Staff                       | Jan 2019 – ongoing | Participation in promotional events                                   | On Track  | Ability Matters, DEASP, Ploughing Championships,  | On-going |

|     |   |           |                    |   |           |   |          |
|-----|---|-----------|--------------------|---|-----------|---|----------|
| 9.3 | Engage with SOLAS unit in relation to FET promotion                   | SMT       | Jan 2019 – ongoing | Contact made with SOLAS                                       | On Track  | 2019 saw the production of course material, attendance at SOLAS promotional events, display of SOLAS promotion material, the 'This is FET Campaign' and extensive social media promotion.   | On-going |
| 9.4 | Ensure transparency of quality improvement plans and progress reports | QA Office | Jan 2019 – ongoing | Publication of quality improvement plans and progress reports | Completed | Progress Report on QIP 2018 and QIP 2019 published on website.<br><a href="http://tipperary.etb.ie/further-education/quality-assurance/documented-approach-to-quality-assurance/">http://tipperary.etb.ie/further-education/quality-assurance/documented-approach-to-quality-assurance/</a> | N/A      |

## 10. Other Parties involved in Education and Training

|      |   |     |                    |   |  |  |          |
|------|---|-----|--------------------|---|--|--|----------|
| 10.1 | Continue to explore relationships with other awarding bodies and ensure QA compliance | SMT | Jan 2019 - ongoing | Additional awards offered under relevant QA | On Track<br><br>Completed<br><br>Completed | Cambridge English application accepted in December 2019<br><br>Became an ACCA approved test centre.<br><br>Expanded the City & Guilds offerings by running several courses in Barista  | On-going |
| 10.2 | Participation in review of contracted training framework                              | SMT | May 2019 - ongoing | Review underway                             | On Track                                   | The initial informal review meeting was held in May 2019.<br><br>A submission from the informal review by the Contracted Training Forum Group was sent to the Directors group for their consideration.<br><br>As a result of this review, a decision was made to extend the contracted |          |

|      |  |                   |          |  |         |  |          |
|------|--|-------------------|----------|--|---------|--|----------|
|      |  |                   |          |  |         | training framework for 1 year based on the provisions in the OPG tender document   |          |
| 10.3 | Agree a process for engaging the services of External Authenticators listed on the new national EA panel for use in TETB | QA Steering Group | Dec 2019 | A TETB agreed process for engaging the services of External Authenticators listed on the new national EA panel | Delayed | Action postponed until further information, operational guidance and QA expectations are available about national EA panel | Dec 2020 |

## 11. Self-Evaluation, Monitoring and Review

|      |   |                   |                            |                           |           |  |          |
|------|---|-------------------|----------------------------|---------------------------|-----------|--|----------|
| 11.1 | Conduct an audit of how local centres/programmes capture learner feedback | QA Steering Group | Dec 2019 – ongoing to 2020 | Template to conduct audit | Delayed   | A draft document was prepared in Nov 2019. Further work is required.         | May 2020 |
| 11.2 | Review targets as per TETB's Strategic Performance Agreement              | SMT               | 2019 – 2020                | Targets reviewed          | Completed | SOLAS review meeting held in December where targets were reviewed and agreed | N/A      |