



etb

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

TIPPERARY EDUCATION AND TRAINING BOARD

QUALITY IMPROVEMENT PLAN

FOR

FEBRUARY 2018 TO DECEMBER 2018

Introduction

This Quality Assurance Improvement plan represents the outcomes and improvement activities identified for Tipperary Education and Training Board following an Executive Self-Evaluation process. The plan is for the period February 2018 to December 2018, however, some of the objectives identified are longer-term objectives and will continue beyond the time limit of this plan.

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

The four key area identified for improvement are:

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

Process for Approving the Plan

- Following completion of the Executive Self-Evaluation Report (ESER) by the lead person responsible, a meeting was scheduled with the quality assurance working group to review the ESER, consider the recommendations and to commence drafting the QIP.
- A draft QIP was finalised, and a meeting was scheduled with the FET Senior Management Team and QA Officer whereby the planned outcomes and actions were reviewed and approved.
- The final QIP will be submitted to the TETB SMT and FET Committee for approval

Implementation and Monitoring

- Implementation of the plan will be monitored by the FET SMT
- The Quality Assurance Office will monitor the completion of the QIP, in collaboration with the FET SMT.
- The QIP will be monitored on a quarterly basis by the FET SMT, progress updates against the planned outcomes and activities will be provided by the QA WG.

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark <i>[how will you know it was achieved]</i>	¹ Status/Update
Governance, Planning and management of Quality	1.1 In collaboration with ETBI QA personnel TETB will <ul style="list-style-type: none"> • Review and redefine multi-layered structures of QA governance including a high-level governance body with QA oversight with guidance from the new ETBI QA Governance Reference Framework • Establish Terms of Reference for above 	CE, Director of FET, QA Officer and relevant senior staff	Dec 2018	New QA governance structures and Terms of reference are established	
	1.2 Explore the possibility of applying the proposed governance structure to certification from other awarding bodies other than QQI	FET SMT and QA Officer	Dec 2018	Exploration completed with other awarding bodies	
	1.3 Commence implementation of new governance structures	CE, Director of FET, QA Officer and relevant senior staff	Dec 2018	Structures operating to new terms of reference	
	1.4 Highlight the link between QA and the TETB Statement of Strategy	Director of FET	June 2018	QA is a priority in TETB Statement of Strategy and Strategy is published on the TETB website	

¹ This could be colour coded to indicate progress. i.e. **Green** on track, **Amber** in progress or **Red** at risk/not completed.

Delivery of FET	2.1 Initiate a process by which TETB can research and review the different practices e.g how information is communicated to learners, initial assessment, in operation in centres/programmes delivering FET provision.	FET SMT, QA WG	Dec 2018	Task group(s) established with defined terms of reference	
	2.2 Review the Results Approval Process for training	QA Unit	Aug 2018	A single RAP process for FET	
	2.3 Review the FET sampling procedures around EA processes	QA Unit	Aug 2018	A single FET sampling procedure	
	2.4 Revisit the EA Contract and Guidelines	QA Unit	Aug 2018	Updated EA Contract and guidelines	
	2.5 Review the procedures for learner appeals	QA Unit	June 2018	A FET learner appeals process	
	2.6 Advance the actions of the SOLAS FET CPD Strategy by participation in ETBI/SOLAS working groups	FET SMT	2018 – on-going	Designated personnel participating on WG	
	2.7 Advance the actions of the TEL action plan that relate to FET delivery	FET SMT	2018 – on-going	A streamlined admin portal	
	2.8 Improve central application process regarding staff up-skilling on Leargas funded professional development opportunities	AEO	2018	New central application process	
	2.9 Increase awareness of TETB's CPD funding policy	Directors and HR Manager	June 2018	CPD Funding policy published on TETB website	

The Learner Experience	<p>3.1 Commence the development of a Learner Information Pack (template) that can be modified to suit centres/programmes</p> <p>3.2 Consider national assessment handbooks endorsed by ETBI</p> <p>3.3 Finalise an Integrating Literacy Policy to support the development of a whole ETB Approach to the Integration of Literacy and Numeracy Skills Teaching in FET Programmes</p> <p>3.4 Produce a TEL Action Plan based on the baseline assessment and submit it to SOLAS</p> <p>3.5 Establish a TETB communications group that will explore processes for advertising and promotion of courses and internal communications</p>	<p>QA Office</p> <p>QA Office</p> <p>AEO, ALOs,</p> <p>FET SMT</p> <p>TETB SMT</p>	<p>Oct 2018</p> <p>2018 - on-going</p> <p>Dec 2018</p> <p>April 2018</p> <p>April 2018</p>	<p>Learner Information Pack (Template)</p> <p>TETB assessment handbooks</p> <p>Integrating Literacy Policy</p> <p>TEL action plan</p> <p>Communications group in place</p>	
Information and Data Management	<p>4.1 Explore ways to improve analysis of data available on PLSS, QQI and SMLRU</p> <p>4.2 Participate in the roll-out of the updated QBS</p> <p>4.3 Review data protection policies and procedures in advance of the enforcement of the General Data Protection Regulations</p> <p>4.4 Continue to implement the developments of PLSS and reduce the entering of data on multiple systems</p>	<p>FET SMT</p> <p>Centre/programme managers</p> <p>Corporate Services</p> <p>Centre/programme managers</p>	<p>2018 - on-going</p> <p>May 2018</p> <p>Dec 2018</p> <p>2018 - on-going</p>	<p>Informed planning</p> <p>Updated system in use</p> <p>Updated policies and procedures</p> <p>Updated system in use</p>	

	4.5 Upload validated programmes and RAP reports to Sharepoint as they evolve	QA Office	2018 - on-going	All TETB validated programmes and most recent RAP reports on Sharepoint	
	4.6 Upload TETB QA policies and procedures on TETB website as they evolve	QA Office	2018 - on-going	All current TETB QA policies and procedures on TETB website	