



etb

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

TIPPERARY EDUCATION AND TRAINING BOARD

QUALITY IMPROVEMENT PLAN

FOR

JANUARY TO DECEMBER 2019 - 2020



Introduction

This quality improvement plan (QIP) documents the quality assurance activities identified by, and for, Tipperary Education and Training Board (TETB) for the period January to December 2019 and continuing in 2020. This QIP is a follow-on from the 2018 QIP that was developed following a self-evaluative process and report on TETB's quality assurance structures, processes, policies and procedures.

In developing our 2019 QIP, TETB has been guided by key areas in QQI's Core Statutory Quality Assurance Guidelines. In addition, our experience of the 2018 QIP has informed us of QA areas needing development beyond 2018.

It is important to note that some of the activities and tasks identified in this QIP extend into medium and longer term and, therefore, will extend beyond the limits of this plan.

The areas identified in this improvement plan fall under the quality areas of:

1. Governance and Management of Quality
2. Documented Approach to Quality Assurance
3. Programmes of Education and Training
4. Staff Recruitment, Management and Development
5. Teaching and Learning
6. Assessment of Learners
7. Supports for Learners
8. Information and Data Management
9. Public Information and Communication
10. Other Parties involved in Education and Training
11. Self-Evaluation, Monitoring and Review

The QIP for TETB for January to December 2019 is outlined in the following table:

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]	¹ Status / Update
1. Governance and Management of Quality					
	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	
	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	
	1.3 Revise and redefine direction for QA Task Groups	QA Steering Group	Oct 2019	Terms of Reference and Guidelines for QA Task Groups	
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	
	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	
	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	

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

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
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
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
3.4 Collaborate with ETBI/QQI in the development of ESOL programmes	AEO and relevant staff	Sept 2019	TETB collaboration
3.5 Progress alternative ESOL provision in response to learner demand		Jan 2019 - ongoing	Business plan submitted to Cambridge English

4. Staff Recruitment, Management and Development

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
4.2 Update the TETB Continuing Professional Development (CPD) policy	CPD Steering Group	June 2019	Published CPD policy

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	
5.2 Support the development of critical reflection skills amongst Learning Practitioners	AEO	Sept 2019	Participation in QQI Level 7 component Transformative Community Education	
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 Mental Health First Aid training for relevant staff Workshop for meeting the needs of adults with intellectual disabilities	
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	Contribution to family learning initiatives Participation in national pilot on using guidelines on inclusion of adults with learning disabilities	
5.5 Broaden learning environments by offering new initiatives targeted at upskilling those in employment	SMT	March 2019 - ongoing	Additional funding for upskilling initiatives is secured Learners in employment engaged in a range of upskilling initiatives	

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	
6.2 Integrate and merge internal verification processes in further education and training	QA Steering Group	March 2019	A TETB FET Internal Verification procedure	
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	
6.4 Engage the services of an External Authenticator to: <ul style="list-style-type: none"> • authenticate all community training programmes to ascertain consistency of assessment across provision and complete reports on findings • Develop improvement plan arising from recommendations above 	QA Office	Dec 2019	Local and consolidated EA reports noting overall findings and recommendations for improvement Improvement plan	
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	
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	

	<p>6.7 Promote standardisation of assessment in FE Childcare and Healthcare programmes by:</p> <ul style="list-style-type: none"> • engaging the services of an experienced subject matter expert to: <ul style="list-style-type: none"> - review assessment instruments and related documentation - provide feedback - deliver CPD • facilitating the assessors to agree a bank of assessment instruments for sharing across TETB's FE programmes 	QA Steering Group	Nov 2019	<p>Establishment of a community of practice</p> <p>Shared assessment briefs</p>	
7. Supports for Learners					
	7.1 Continue work on progressing the development of a TETB Learner Handbook for FET learners	QA Steering Group	June 2019-ongoing to 2020	Learner Handbook developed and available to learners	
	7.2 Support active inclusion of learners with disabilities	SMT and relevant staff	<p>Jan 2019</p> <p>March 2019</p> <p>Nov 2019</p>	<p>Service Level Agreement in place between TETB and disability organisations</p> <p>Agreed courses with <i>Ability Matters</i> Project</p> <p>TETB involved in ETBI pilot on working with learners with a disability</p>	
	7.3 Active inclusion of learners and providing opportunity for learner voice	SMT and relevant staff	May 2019	Feedback report following learner participation in AONTAS Adult Learners Forum	

			March 2019 - ongoing	Adult Learners Festival – open events advertised on TETB Website Record of learner engagement in social inclusion activities Application to NALA Student Development Fund	
	7.4 Create links between TETB’s Adult Guidance Service and local libraries	AEO and Guidance staff	Jan 2019 - ongoing	Schedule of planned events	
8. Information and Data Management					
	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	
	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	
	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	
9. Public Information and Communication					
	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	

	9.2 Ensure that TETB is represented at promotional events	Relevant FET Staff	Jan 2019 – ongoing	Participation in promotional events	
	9.3 Engage with SOLAS unit in relation to FET promotion	SMT	Jan 2019 – ongoing	Contact made with SOLAS	
	9.4 Ensure transparency of quality improvement plans and progress reports	QA Office	Jan 2019 – ongoing	Publication of quality improvement plans and progress reports	
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	
	10.2 Participation in review of contracted training framework	SMT	May 2019 - ongoing	Review underway	
	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	
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	
	11.2 Review targets as per TETB's Strategic Performance Agreement	SMT	2019 – 2020	Targets reviewed	