



FETAC Quality Assurance Policy and Procedure Manual

NOVEMBER 2012

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FOREWORD

County Sligo (CSVEC) achieved FETAC provider status in 2006. The 9 policy areas and 38 procedures that relate to VECs, as laid down by the Qualifications Act 1999 and FETAC guidelines for provider registration are documented in the context of FETAC certified provision at CSVEC centres. QA systems are by nature dynamic and subject to ongoing review and enhancement. Consequently, the manual captures the current status of the CSVEC's quality assurance system, which has been subject to ongoing review and enhancement since registration. Evidence of the evolving system is recorded in the *Version No.* and *Date* on each procedure and related documents and in the manual's introductory *Revision History* pages. The related documents; forms, templates, etc., guide and capture evidence of QA procedure implementation, as centres deliver FETAC certified courses. Additional related documents, in this regard, such as Centre Course Details, the Learner Induction/QA Pack and Learner Handbooks are published separately and are an integral part of CSVEC's QA system at each centre.

COORDINATION OF THE CSVEC QUALITY ASSURANCE SYSTEM

Quality assurance of further education provision across CSVEC is managed through the appointment of a QA Coordinator and the establishment of a QA Monitoring Group.

The Role of the QA Coordinator

The QA Coordinator is the single point of contact for all CSVEC further education centres in matters relating to quality assurance and the VEC's responsibilities in this regard.

The Role of the QA Monitoring Group

The QA Monitoring group keeps a watching brief on the quality assurance of all further education provision within CSVEC. Membership of this group includes representatives from the five FETAC registered centres, namely, Quay Street Adult Education Centre, Youthreach Sligo, North Connacht College, Sligo College of Further Education and Corran College. The group is chaired by the Adult Education Officer. Regular meetings are held throughout the academic year.

The QA Monitoring Group:-

- ensures on-going QA of further education provision at centres
- establishes procedures for the internal monitoring of QA procedures at centres
- briefs on good practice and quality assurance expectations and requirements
- establishes the annual Self Evaluation Plan
- establishes the annual Results Authentication Plan
- provides feedback to the CEO/VEC

CSVEC FURTHER EDUCATION PROVISION

PROFILE

CSVEC offers a broad range of education courses and services for adults in its Second Level Schools and Further Education Centres throughout Sligo. The main office of County Sligo VEC is located at Quay Street Sligo. Second Level schools are located in Easkey (Coláiste Iascaigh), Ballymote (Corran College), Tubbercurry (North Connacht College), Coola (Coola Post Primary), Grange (Grange Post Primary) and Sligo (Ballinode College). Dedicated Adult and Further Education Centres are located in Youthreach Sligo, North Connacht College, Corran College, Sligo College of Further Education, Castle Street Adult Education Centre and in the Quay Street Adult Education Centre. CSVEC also utilises a range of out-centres in diverse locations throughout the county. Adult and Further Education Services within the county are co-ordinated from the Quay Street Centre which houses the Adult Education Officer, the Community Education Facilitator, the Adult Literacy Organiser, the BTEI Co-ordinator, the Adult Guidance Co-ordinator, the Guidance Information Officer and the Co-ordinator of the Vocational Training Opportunities Scheme. A second VTOS is offered in North Connacht College and is co-ordinated by the Principal of North Connacht College. Provision in the Youthreach Centre in Sligo is co-ordinated by the Manager of the centre.

COUNTY SLIGO VEC MISSION STATEMENT

MISSION

The mission of County Sligo VEC is to provide education, training and community support of the highest quality, at different levels, that are appropriate, cost-effective and accessible and will:

- Enable individuals and communities to develop to their full potential and to participate actively as members of society, and
- Contribute to social, economic and cultural development at a local, regional and national level.

VALUES

In pursuit of this mission, County Sligo VEC will:

- Promote equity and inclusion at all levels.
- Promote quality outcomes.
- Promote lifelong learning and training opportunities.
- Plan for education, training and support services appropriate to personal, social, cultural and economic development.
- Review performance relating to service delivery that includes consultation with customers and clients.
- Promote partnership structures internally and externally in pursuit of more effective service delivery.

Document Revision History - Policies and Procedures

	Policy Title		Procedures to address	Date Created	Date Revised
B1	Communications		Policy Statement	May 2006	
		B1.1	Communication with Learners	"	Sept 2012
		B1.2	Communication with Staff	"	"
		B1.3	Communication with other stakeholders	"	"
B2	Equality		Policy Statement	May 2006	
		B2.1	Equality Training	"	Sept 2012
		B2.2	Equality Planning	"	"
B3	Staff Recruitment and Development		Policy Statement	May 2006	
		B3.1	Staff Recruitment and Allocation	"	Sept 2012
		B3.2	Staff Induction	"	"
		B3.3	Staff Development	"	"
B4	Access, Transfer and Progression		Policy Statement	May 2006	
		B4.1	Information Provision	"	Sept 2012
		B4.2	Learner Entry Arrangements	"	"
		B4.3	Recognition of Prior Learning	"	"
		B4.4	Facilitating Diversity	"	"
B5	Programme Development, Delivery and Review		Policy Statement	May 2006	Sept 2012
		B5.1	Need Identification	"	"
		B5.2	Programme Design	"	"
		B5.3	Programme Approval	"	"
		B5.4	Programme Planning	"	"
		B5.5	Programme Delivery	"	"
		B5.6	Learner Records	"	"
		B5.7	Provision and Maintenance of resources	"	"
		B5.8	Health & Safety	"	"
		B5.9	Review Cycle of existing programmes	"	"
B6	Fair and Consistent Assessment of Learners		Policy Statement	May 2006	Sept 2012
		B6.1	Coordinated Planning of Assessment	"	"
		B6.2	Information to Learners	"	"
		B6.3	Security of Assessment related Processes & Material	"	"
		B6.4	Reasonable Accommodation	"	"
		B6.5	Consistency of Marking between Assessors	"	"
		B6.6	Assessment performed by Third Parties	"	"
		B6.7.1	Internal Verification	"	"

	Policy Title		Procedures to address	Date Created	Date Revised
		B6.7.2	External Authentication	May 2006	Sept 2012
		B6.8	Feedback to Learners	"	"
		B6.9	Learner Appeals	"	"
		B6.10	Results Approval	"	"
		B6.11	Corrective Action	"	"
B7	Protection for Learners		Policy Statement	May 2006	Sept 2012
		B7.1	Cessation of Programme	"	"
B8	Sub-contracting / Procuring Programme Delivery		Policy Statement	May 2006	Sept 2012
		B8.1	Selection of second provider	"	"
		B8.2	Contract arrangements	"	"
		B8.3	Reporting arrangements	"	"
		B8.4	Monitoring Arrangements	"	"
B9	Self Evaluation of Programmes and Services		Policy Statement	May 2006	Sept 2012
		B9.1	Assignment of Responsibility	"	"
		B9.2	Frequency	"	"
		B9.3	Range	"	"
		B9.4	Learner Involvement	"	"
		B9.5	Selection of External Evaluator	"	"
		B9.6	Methodology	"	"

Document Revision History - Templates and Forms

* *As created by each programme*** *Created as required by CSVEC or Connaught Education & Training Alliance (CETA)*

	Policy Title		Procedures to address	Date Created	Date Revised
B1	Communications		<i>Pre-Course Information/Brochure Template</i>	*	
			<i>Registration/Application Form</i>	*	
			<i>Learner Handbook</i>	May 2006	Aug 2010
			<i>Teacher/Tutor Handbook</i>	May 2006	Aug 2010
			<i>Learner Induction Checklist</i>	Sept 2012	
			<i>Brochure template</i>	*	
B2	Equality		<i>Equality Statement</i>	May 2006	
			<i>Application Form</i>	*	
B3	Staff Recruitment and Development		<i>Staff Induction Checklist</i>	Sept 2012	
			<i>Staff Handbook</i>		
			<i>Records of CPD</i>	**	
B4	Access, Transfer and Progression		<i>Registration/Application Form</i>	*	
			<i>Enrolment Policy</i>	May 2006	
			<i>Interview Criteria</i>	**	
			<i>Interview Records</i>	**	
B5	Programme Development, Delivery and Review		<i>Safety Statement</i>	May 2006	Aug 2010
			<i>Venue Checklist</i>	"	
			<i>Learner Course Review Form</i>	"	Aug 2010
			<i>Teacher/Tutor End of Course Review Form</i>	"	Aug 2010
			<i>Client Review Form</i>	"	Aug 2010
			<i>Records of Course Development Team meetings</i>	**	
			<i>Correspondence with VEC/PAA</i>	**	
			<i>Feedback from learners/staff</i>	May 2006	Aug 2010
			<i>Course review reports/action plan</i>	May 2006	Sept 2012

	Policy Title		Procedures to address	Date Created	Date Revised
B6	Fair and Consistent Assessment of Learners		<i>Assignment/Project Brief template</i>	May 2006	Aug 2010
			<i>Submission of Projects/Assignments Procedure</i>	"	"
			<i>Authorship Statement template</i>	"	"
			<i>Submission List Template</i>		
			<i>Cross Moderation Schedule template</i>		
			<i>Cross Moderation Log</i>		
			<i>IV Procedure document</i>	May 2012	
			<i>IV Checklist</i>	"	
			<i>Sampling Strategy template</i>	"	
			<i>IV Report template</i>	"	
			<i>EA Procedure document</i>	"	
			<i>EA Report template</i>	"	
			<i>Feedback to Learners template</i>	May 2006	Nov 2011
			<i>Appeals Procedure document</i>	"	May 2012
			<i>Appeals Request Form</i>	"	"
	<i>Results Approval Procedure document</i>	May 2012			
	<i>Results Approval Report template</i>	"			
	<i>Conduct of examinations</i>	"			
B7	Protection for Learners			NA	NA
B8	Sub-contracting / Procuring Programme Delivery				
B9	Self Evaluation of Programmes and Services		<i>SE Methodology document</i>	Jan 2008	Sept 2012
			<i>SE Checklist Template</i>	"	"
			<i>SE Report Template</i>	"	"
			<i>SE Course Improvement Plan Template</i>	"	"
			<i>Questionnaires/surveys</i>	"	"
			<i>Summary of feedback</i>	"	"

CSVEC Further Education Provision

B1 Communications Policy

As part of its overall commitment to providing communications with learners, staff and stakeholders, CSVEC pledges to undertake the following measures:

- To introduce, develop and support a system.
- To provide a statement of how all learners have the opportunity to receive and provide appropriate information and feedback on their experiences and progress.
- To introduce, develop and support a system that allows all staff to have access to necessary information to undertake their role.
- To introduce and support a system that allows all staff to share information and ideas.
- To communicate relevant information to all stakeholders.

This policy commits CSVEC to communicate effectively with learners, staff and stakeholders. Communication must be clear and the opportunity provided to all to give feedback on both their needs and experiences, and in turn, information and feedback is given to learners, staff and stakeholders in a constructive manner.

County Sligo VEC		
Policy Area:	B1 Communications	
Procedure Title:	B1.1 Communications with Learners	
Purpose: <i>To describe the two way communications with learners is achieved; how learners receive course information, provide feedback on their experiences and receive information on performance</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Annual prospectus published, informs comprehensively on all courses.</p> <p>Comprehensive learner induction process in place.</p> <p>Learners invited to provide feedback throughout the course; questionnaires, one to one meetings, group meetings etc.</p> <p>Formal feedback to learners from teachers following submission of work</p>	<p><i>Course Coordinator</i></p> <p><i>Principal/Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>Deputy Principal</i></p> <p><i>Teacher/tutor</i></p>	<p>Prospectus, website</p> <p>Learner Handbook, Presentation</p> <p>Record of Scheduled meetings, Learner feedback form</p> <p>Copies of formal feedback form</p>

County Sligo VEC		
Policy Area:	Communications	
Procedure Title:	B1.2 Communications with Staff	
Purpose: <i>To introduce and support a system that allows staff to provide, share and have access to necessary information</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Regular staff meetings between relevant teaching staff and CSVEC personnel to encourage staff to bring any suggestions for programmes/services</p> <p>Timely information regarding new developments/upcoming events of relevance will be communicated to staff</p> <p>Provision of in-service training as advised by FETAC</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Course Coordinator</i></p>	<p>Record of meetings – Agenda, minutes</p> <p>Staff Handbook</p> <p>Website, Notice Board</p> <p>Email, Memo, Staff Reports</p> <p>FETAC Schedule of events, Attendance Records</p>

County Sligo VEC		
Policy Area:	B1 Communications	
Procedure Title:	B1.3 Communications with Stakeholders	
Purpose: <i>To communicate relevant information to all stakeholders</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Network meetings with agencies, community groups</p> <p>Timely information updates regarding funding, programmes and services available</p> <p>Individual/group correspondence</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Course Coordinator</i></p>	<p>Record of meetings – agenda, minutes, reports to funding agencies</p> <p>Course prospectus, website, notice board, seminars, publicity material</p> <p>E-mails, Memos</p>

CSVEC Further Education Provision

B2 Equality Policy

CSVEC is committed to the provision of an environment that ensures that all its learners will be treated equally. CSVEC will honour its commitment by:

- Acknowledging, accepting and facilitating diversity within centres and between centres.
- Making all learners aware of their rights and responsibilities while taking part in any programme.
- Promoting an awareness of equality issues through ongoing staff and student training and development programmes.
- Including equality issues in planning at all levels

County Sligo VEC		
Policy Area: B2	Equality	
Procedure Title	B2.1 Equality Training	
Purpose: <i>To provide an environment that ensures all persons are treated equally. To promote equality and combat discrimination</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
All staff made aware of Equality Policy Awareness Training (Disability, Cultural, Literacy) organised for staff as necessary	<i>Principal/Manager Deputy Principal Course Coordinator</i>	Equality Statement Details of staff training Learner representation reports

County Sligo VEC		
Policy Area:	Equality	
Procedure Title:	B2.2 Equality Planning	
Purpose: <i>To provide an environment that ensures all persons are treated equally. To promote equality and combat discrimination</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Methods used to carry out this procedure	Who does it	Examples of evidence generated
<p>Audit of current provision with all relevant aspects in relation to equality</p> <p>Equality policy will be reviewed in line with changes to legislation or in line with issues identified through audit</p>	<p>Principal/Manager</p> <p>Deputy Principal</p> <p>Course Coordinator</p>	<p>Audit report on learning materials, venues and accessibility</p> <p>Management Reports – to include learner group representation feedback.</p> <p>FESS Equality Action Planning Framework</p>

CSVEC Further Education Provision

B3 Staff Recruitment and Development Policy

CSVEC is committed to an open and transparent process of staff recruitment and to on-going staff development and it will honour its commitment by:

- Providing job specifications, public advertisements and an interview process for all positions, to include recruitment procedures and guidelines.
- Providing an appropriate induction procedure for new staff.
- Providing opportunities for staff to upgrade their skills and qualifications.

This policy commits all centres to approach staff recruitment according to the general procedures and guidelines for CSVEC. It also commits to supporting CSVEC staff through the provision of further training and development opportunities based on needs identification.

County Sligo VEC		
Policy Area: B3	Staff Recruitment & Staff Development	
Procedure Title:	B3.1 Staff Recruitment & Allocation	
Purpose: <i>To provide and commit to an open and transparent process of staff recruitment and on-going staff development</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders, CSVEC HR Dept		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Need for new staff will be identified by course/service coordinator and allocated according to staffing guidelines and budget</p> <p>Job description/specification produced and position advertised</p> <p>Criteria for shortlisting set out if applicable</p> <p>Interview process conducted in line with CSVEC guidelines</p>	<p><i>CSVEC HR Dept</i></p> <p><i>Principal/Manager</i></p> <p><i>Course Coordinator</i></p>	<p>Recruitment guidelines</p> <p>Job specification, advertisement</p> <p>Website information</p> <p>Suitable/appropriate interview panel</p> <p>Record of selection process</p> <p>Record of qualifications</p> <p>Verification of references</p>

County Sligo VEC		
Policy Area: B3	Staff Recruitment & Staff Development	
Procedure Title:	B3.2 Staff Induction	
Purpose: <i>To provide and commit to an open and transparent process of staff recruitment and on-going staff development</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
Provision of induction material will be provided to each new member of staff Information specific to individual centres will be provided by centre manager	<i>CSVEC HR Dept Principal/Manager Course Coordinator QA Coordinator</i>	Tutor handbook Staff Induction Checklist Website information

County Sligo VEC		
Policy Area:	Staff Recruitment & Development	
Procedure Title:	B3.3 Staff Development	
Purpose: <i>To provide and commit to an open and transparent process of staff recruitment and on-going staff development</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Plan to identify, prioritise and meet the training, development and support needs of staff</p> <p>Training needs will be identified by centre/course coordinator through consultation and discussion with staff</p> <p>Promotion and support for continued professional development</p>	<p><i>CSVEC HR Dept</i></p> <p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Course Coordinator</i></p>	<p>Records of review meetings re staff training, development, support needs and requests</p> <p>Record of staff training</p> <p>Equality, Cultural and Disability Awareness Training records</p> <p>Budget allocation for staff development</p>

CSVEC Further Education Provision

B4 Access, Transfer and Progression Policy

CSVEC is committed to providing learners with access to its courses and services and to providing them with opportunities to transfer and to progress to other courses. It pledges:

- To provide learners with information on all programmes and services and with details of the conditions and requirements for entry onto programmes.
- To introduce systems which recognise appropriate prior learning and facilitate entry on the basis of maturity and experience of learners'.
- To provide a system of learner support and guidance.
- To adapt programmes to meet the needs of learners.
- To provide information to learners to enable them to make informed decisions concerning transfer and progression to other suitable programmes.

County Sligo VEC		
Policy Area: B4	Access, Transfer & Progression	
Procedure Title:	B4.1 Information Provision	
Purpose: <i>To provide learners with information on all programmes and services. To provide a system of learner support, guidance, programme transfer and progression</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC centre post holders		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Information will be made available to current and prospective learners including:</p> <ul style="list-style-type: none"> -programme content & structure -entry requirements -learner supports -access to services -policies and procedures for learners <p>Information provision will be reviewed at staff meetings</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Course Coordinator</i></p> <p><i>QA Coordinator</i></p>	<p>Course prospectus, website information</p> <p>Promotional material</p> <p>Policy statements</p> <p>Learner handbook</p> <p>Record of staff meetings</p>

County Sligo VEC		
Policy Area: B4	Access, Transfer & Progression	
Procedure Title:	B4.2 Learner Entry Arrangements	
Purpose: <i>To provide learners with information on all programmes and services. To provide a system of learner support, guidance, programme transfer and progression</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Information on programmes and services will be made available to prospective learners to include:</p> <ul style="list-style-type: none"> -Statement of entry requirements -Course details -Details of learner supports – course advice/mentoring/guidance service <p>Applicants may be interviewed to determine suitability to the programme</p> <p>Appeals mechanism in place for learners refused access to a programme</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Course Coordinator</i></p> <p><i>QA Coordinator</i></p>	<p>Course prospectus – details of entry requirements and selection process</p> <p>Admissions Policy</p> <p>Records of career guidance</p> <p>Details of appeals mechanism</p>

County Sligo VEC		
Policy Area: B4	Access, Transfer & Progression	
Procedure Title:	B4.3 Recognition of Prior Learning	
Purpose: <i>To facilitate a learner to use prior learning to gain access to a programme, to gain exemptions from elements of a programmes or to gain credits towards an award</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Learners will be facilitated in using prior learning to gain access to a programme, gain exemptions or credits towards an award</p> <p>Staff will be made aware of any changes or developments in guidelines or policies from FETAC on RPL</p>	<p>Manager/Principal Deputy Principal Course Coordinator</p>	<p>Course application form Applications for FETAC certification FETAC guidelines for RPL</p>

County Sligo VEC		
Policy Area: B4	Access, Transfer & Progression	
Policy Title:	B4.4 Facilitating Diversity	
Purpose: <i>To provide learners with information on all programmes and services. To provide a system of learner support, guidance, programme transfer and progression</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated

<p>Subject to the availability of adequate resources, reasonable accommodation for learners with specific needs will be provided.</p> <p>Learners will be made aware of access to Guidance Service</p> <p>Mentoring will be provided where necessary</p> <p>Observations by tutors/teachers within classroom will be encouraged</p> <p>Course feedback form learners and tutors</p>	<p><i>Manager/Principal</i></p> <p><i>Deputy Principal</i></p> <p><i>Course Coordinator</i></p> <p><i>Teaching staff</i></p>	<p>Review report on venue accessibility and learning materials available in accessible format</p> <p>Budget allocation for learner supports</p> <p>Specific needs request form</p> <p>Copies of course feedback forms</p> <p>Record of staff meetings</p>
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CSVEC Further Education Provision

B5 Programme Development, Delivery and Review Policy

CSVEC is committed to reviewing all its programmes, to the modification of existing programmes and to the development of new programmes as resources allow. In particular CSVEC commits to:

- Reviewing and amending (where deemed necessary) the content and methods of delivery of programmes

- Examining the resources and facilities of its centres and endeavouring to develop them as resources allow
- Examining, identifying and recording learner needs on a local and scheme basis and establishing systems whereby these can be reported to the managers of programmes
- Establishing systems and procedures whereby new programmes can be identified and developed to meet the needs of learners

This policy commits CSVET to develop expertise in the design, delivery, evaluation and management of programmes and services.

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.1 Need Identification	
Purpose: <i>To provide a statement of how the needs for and of a programme are identified.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders, Teaching Staff, Members of Connacht Education & Training Alliance (CETA)		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Programme development team convened to establish needs for and of new programme.</p> <p>Review publications of local and national statutory and voluntary agencies, current industrial, educational, social and economic reports.</p> <p>Survey learners' interests.</p> <p>Research best practice; national and international.</p> <p>Liaise with employers, professional bodies, subject experts, other stakeholders, etc.</p> <p>Liaise with staff/ course planning and review group</p> <p>Monitor trends and enrolments.</p>	<p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Summary of research findings</p> <p>Summary of stakeholder input</p> <p>Agenda/minutes of meetings with relevant bodies.</p> <p>Records of course related course reviews</p> <p>Analysis of trends, enrolment patterns, future skills needs,</p> <p>Statement of course needs (for & of)</p> <p>Labour market justification</p> <p>Programme Specification (FETAC)</p>

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.2 Programme Design	
Purpose: <i>To provide a statement of how programmes are designed pre validation.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders, Teaching staff and members of CETA		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Subject experts convened to design and document the new programme.</p> <p>External expert opinion, relevant staff/learners, outside bodies, other stakeholders consulted as need arises.</p> <p>Course objectives, course outline, modules and assessment methods, etc. established.</p> <p>Programme/Module Descriptors evaluated through the local Programme Approval Authority (PAA)</p>	<p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Agenda, minute of design team meetings</p> <p>Programme/Module specification</p> <p>Records of consultations</p> <p>Input from outside experts.</p> <p>Schedule of course resources & staff needs</p> <p>Evaluations and reviews of previous course</p> <p>Transfer and Progression Pathways</p> <p>Course guidelines</p> <p>Programme/Module Descriptors</p> <p>Records of communication with the Programme Approval Authority</p>

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.3 Programme Approval pre submission for Validation	
Purpose: <i>To provide a statement of how programmes are processed through the Programme Approval Committee, pre submission to FETAC for validation</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Class Teacher/Tutor.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Development team liaise with the local PAC and local management on programme evaluation pre submission to FETAC for validation</p> <p>Local PAC submits programme to FETAC for validation.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p>	<p>Feedback from management/PAC of CETA</p> <p>Records of programme/module evaluation</p> <p>Record of PAC approval</p> <p>Record of PAC submission to FETAC for validation</p> <p>Records of programme validation by FETAC</p> <p>Records of related correspondence</p> <p>Programme/Module Descriptors</p>

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.4 Programme Planning	
Purpose: <i>To provide a statement of how programme planning and post validation is carried out.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Course team meet to forward plan the programme/module; outline of course content timetables, schemes, schedules, resource requirements list, room allocation, etc.</p> <p>Training provided for teachers/tutors as need arises.</p> <p>New staff appointed as need arises.</p> <p>Timetables, schedules, resource requirements list and allocation, etc distributed to those directly involved.</p> <p>Resources allocation/purchase/installation.</p>	<p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Agenda, minutes of associated meetings; action plan</p> <p>Course plan, timetables, etc</p> <p>Assessment plans/ schedules</p> <p>CPD training schedule</p> <p>Records of CPD attendance</p> <p>Records of related correspondence; emails, notice boards, etc.</p> <p>Resource requirements/allocation</p> <p>Library, IT resources, etc.</p>

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.5 Programme Delivery	
<p>Purpose: <i>To provide a statement of how programme and teaching resources are allocated, of how teachers/tutors have the opportunity to reflect on the effectiveness of their work and how contingencies are managed.</i></p>		
<p>Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff</p>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Course team liaise to verify availability of resources, support materials, equipment, learner induction pack/presentation, feedback forms, etc.</p> <p>Teacher/Tutors are encouraged to engage in a variety of delivery styles (group work, demonstration, hands on, tutorial, multimedia, etc). Training is scheduled, in this regard, as required.</p> <p>Regular course review meetings are held</p>	<p><i>Course Coordinator</i> <i>Class Teacher/Tutor</i></p>	<p>Reading list, Learner handbook, notes, multimedia resources, etc.</p> <p>Timetables and schedules</p> <p>Schedule of review meetings</p> <p>Learner feedback, Virtual Learning Environment</p> <p>Training schedule/records of CPD</p> <p>Course changes in response to learner feedback and staff review</p> <p>Agenda, minutes of associated meetings; action plan</p> <p>Contingency plans (staff absence)</p>

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.6 Learner Records	
Purpose: <i>To provide a statement of how records are maintained of learner participation and achievement.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Class Teacher/Tutor.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
Comprehensive learner records will be securely stored from application to certification	<i>Deputy Principal Centre Manager QA Coordinator Course Coordinator Class Teacher/Tutor</i>	Application form Interview records Attendance records Assessments records Feedback records (to and from) Certification records

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.7 Provision and maintenance of learning facilities/resources	
Purpose: <i>To provide a statement of how learning facilities/resources are provided and maintained.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>CSVEC and its centres are committed to ensuring facilities and resources are allocated and maintained to ensure the optimum learning experience of course participants.</p> <p>Facilities and resources are subject to ongoing informal and regular formal review by both staff and learners.</p> <p>Regular staff meetings scheduled.</p> <p>Learners provided with opportunity to provide feedback on the experiences on their programme.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Requisition of resources/services.</p> <p>Purchase orders, invoices, stock book</p> <p>Records of feedback from learners and staff, Virtual Learning Environment (VLE)</p> <p>Budget allocation for resources</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.8 Health and Safety	
Purpose: <i>To provide a statement of how facilities and resources are maintained in line with all H&S legislation and regulations.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>CSVEC and its centres are committed to ensuring that all programmes are delivered in an environment that meets H&S legislative and regulatory requirements.</p> <p>Learner/staff induction briefs on centre's H&S procedures.</p> <p>Documented H&S statement</p> <p>Comprehensive signage throughout each centre.</p> <p>Regular Health and Safety Audits, Risk Analysis, Fire Drills, etc. completed</p> <p>H&S training provided as need arises.</p> <p>H&S committee appointed.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Safety statement, Procedural Manuals</p> <p>Learner /Induction packs, learner/staff handbooks</p> <p>Health & Safety officer</p> <p>Accident/Incident Report Forms</p> <p>Agenda, minutes of associated meetings; action plan</p> <p>Record of Training Provided</p> <p>Signage, Fire safety apparatus, First Aid Kits</p> <p>Record evacuation drills, Fire Register.</p> <p>Fire Alarm/Extinguisher, etc. maintenance contracts.</p> <p>Hazard checklist, Risk analysis.</p> <p>Records of safety checks on equipment.</p>

County Sligo VEC		
Policy Area: B5	Programme Development, Delivery and Review	
Procedure Title:	B5.9 Programme Review	
Purpose: <i>To provide a statement of how programmes are reviewed to ensure their continued relevance and that they are meeting the needs of learners.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Staff and learners have the opportunity to provide feedback on an ongoing basis; formal and informal</p> <p>Learners issued with feedback sheets.</p> <p>Course team meetings provide teachers/tutors opportunity to provide feedback on course progress and delivery.</p> <p>Course review summary report prepared with action plan, as appropriate.</p>	<p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Records of learner feedback, VLE</p> <p>Schedule of staff review meetings</p> <p>Reports of course reviews</p> <p>Agenda, minutes of associated meetings; action plan</p>

CSVEC Further Education Provision

B6 Fair and Consistent Assessment of Learners Policy

CSVEC is committed to providing fair and consistent assessment of learners by means of the following:

- Having a co-ordinated, team-based approach to the planning and delivery of its programmes
- Ensuring that reasonable and appropriate accommodation is available for assessment of learners
- Developing a co-ordinated approach to assessment that ensures appropriate methodology and consistent standards are maintained and reviewed on a local and on a scheme basis
- Examining internal assessment procedures to ensure consistency with national standards
- Providing learners with information on assessment methods, procedures and schedules.
- Providing individual feedback to learners on their assessments
- Ensuring that assessments carried out by third parties conform to all internal assessment standards
- Maintaining all information (including test papers, answer papers and final results) in a suitable and secure environment until after Appeals Procedure has concluded.

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.1 Co-ordinated planning of assessment	
Purpose: <i>To provide a statement of how programme assessment is coordinated by teachers/tutors.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Course team meet to plan and prepare guidelines for assessment.</p> <p>Opportunities for the integration of assessment identified and assessment integration plans are put in place, as appropriate.</p> <p>Training in assessment methodology and cross moderation, etc., provided as required.</p> <p>Assessment plans distributed to all concerned.</p>	<p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Assessment roles and responsibilities</p> <p>Learner/teacher/tutor handbooks</p> <p>Guidelines for assessment; assignment briefs, examination papers, marking schemes, sample answers</p> <p>Schedule of assessment training</p> <p>CPD attendance records</p> <p>Records of learner/staff induction</p> <p>Programme/Module specification/descriptor</p> <p>Integration of Assessment Plan</p> <p>Assessment plan/schedules</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.2 Information to learners	
Purpose: <i>To provide a statement of how learners are provided with comprehensive information on assessment requirements.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Learners informed of assessment roles and responsibilities at inductions and throughout their course.</p> <p>Learners provided with comprehensive information on assessment requirements by course teachers/tutors</p> <p>Course meetings review procedures post assessment</p> <p>Learner/teacher/tutor has opportunity to provide feedback/review.</p>	<p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Learner Induction checklist/pack</p> <p>Coursework briefs</p> <p>Learner handbook</p> <p>Course/module descriptor</p> <p>Assessment Schedules</p> <p>Notices, emails, texts, virtual learning environment(VLE)</p> <p>Learner/teacher/tutor feedback</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.3 Security of assessment related processes and material	
Purpose: <i>To provide a statement of how the security and integrity of assessment related processes and materials are maintained.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>All assessment related materials securely stored</p> <p>Teachers/tutors responsible for secure storage of all assessment evidence pre results authentication.</p> <p>Centre protocol on preparation and distribution of assessment materials, for conduct of examinations, submission of coursework, etc.</p> <p>Learners/staff informed of responsibilities around assessment; teacher/tutor induction.</p> <p>Teacher/tutor training scheduled as required.</p> <p>All coursework verified by the learner on submission.</p> <p>Verified submission lists retained by teacher/tutor.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Secure storage area</p> <p>Learner /teacher/tutor handbook</p> <p>Examination attendance roll</p> <p>Coursework submission lists</p> <p>Authorship Statement</p> <p>Coursework briefs and examination papers</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.4 Reasonable accommodation	
<p>Purpose: <i>To provide a statement of how assessment accommodations and adaptations are made available to learners, without compromising the award standard (learners with disability are covered by the nine grounds of Equality legislation).</i></p>		
<p>Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Class Teacher/Tutor.</p>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Learners have opportunity to inform of any disability, special learning needs, etc., in application form and at interview</p> <p>Learner requests/needs are identified and verified</p> <p>Learner informed of special arrangements (without compromising the award standard)</p> <p>Training provided to teachers around the accommodation of diversity in the assessment of learners, as required.</p>	<p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Centre Application Form</p> <p>Learner handbook, Induction/QA Pack</p> <p>Learner Record</p> <p>Diagnostic Assessment Reports</p> <p>Record of requests for reasonable accommodation</p> <p>Records of accommodations</p> <p>Guidelines for Assessors</p> <p>Teacher/tutor CPD records</p> <p>Learner/teacher/tutor feedback</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.5 Consistency of marking between assessors	
Purpose: <i>To provide a statement of how consistency of marking between assessors is assured.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Course team meet to plan and prepare guidelines for assessment, (see B6.1 above).</p> <p>Training scheduled to ensure consistency of marking between assessors, as required.</p> <p>Cross moderation/marketing review/peer review meeting held pre authentication process.</p> <p>Ongoing course review meetings; learner/teacher/tutor feedback.</p>	<p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Course/module descriptor/specification</p> <p>Assessment plan</p> <p>Guidelines for assessment; examination papers, marking schemes, sample answers, etc</p> <p>CPD records of attendance at assessment training</p> <p>Cross Moderation/peer review/marketing review log with action plan (as required)</p> <p>EA Reports</p> <p>Learner/staff feedback</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.6 Assessment performed by third parties	
Purpose: <i>To provide a statement of how third party assessors are briefed on their role as assessors.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Third party assessors briefed on role as assessors; employers/work experience supervisors, etc.</p> <p>Course teacher /tutor liaise with third party assessors.</p> <p>Course review meetings; learner/teacher/tutor feedback.</p>	<p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p>	<p>Records of communication(s) with employers/work experience placements</p> <p>Guidelines for third party assessment</p> <p>Agenda, minutes of associated meetings; action plan</p> <p>Completed assessment records</p> <p>External Assessor Reports</p> <p>Learner/staff feedback</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.7.1 Internal Verification	
Purpose: <i>To provide a statement of how Internal Verification is planned and implemented.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Documented Internal Verification (IV) process</p> <p>QA team, in liaison with Principal/Manager/Deputy, establishes Annual Internal Verification Plan</p> <p>QA team brief Internal Verifiers</p> <p>An IV sampling strategy documented for each award.</p> <p>Verification by teacher/staff of compliance with all assessment requirements (checklist)</p> <p>Verification of data input, to FETAC system, by staff</p> <p>Each Internal Verifier prepares an IV report</p> <p>Review of IV process with action plan</p> <p>IV report retained at each centre and made available to the External Authenticator, the Results Approval Panel, the FETAC Monitor and to FETAC on request</p>	<p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>IV procedure document</p> <p>Annual Results Authentication Plan</p> <p>IV checklist</p> <p>IV teacher/tutor pack</p> <p>Provisional results</p> <p>Sampling strategy</p> <p>Verification of data input by staff</p> <p>Selected samples</p> <p>Sampling schedule</p> <p>IV reports</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.7.2 External Authentication	
Purpose: <i>To provide a statement of how provisional results are independently moderate against national standards.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Documented External Authentication (EA) process</p> <p>QA team, in liaison with Principal/Manager/Deputy establishes, Annual External Authentication Plan.</p> <p>An EA sampling strategy is documented for each award</p> <p>External Authenticator is appointed in line with appointment criteria.</p> <p>The External Authenticator moderates the local standard against the National Standard.</p> <p>Each External Authenticator produces and EA report, including observations and recommendations.</p> <p>EA reports retained at the centre and made available to the Results Approval Panel, the FETAC Monitor and to FETAC on request.</p>	<p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>EA procedure document</p> <p>Annual Results Authentication Plan</p> <p>Criteria for appointment of External Authenticators</p> <p>EA profile (CV)</p> <p>Business arrangement with External Authenticator</p> <p>Records of EA briefing, EA sampling strategy, IV report provisional results, selected samples</p> <p>External Authentication report, including observations and recommendations</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.8 Feedback to learners	
Purpose: <i>To provide a statement of how learners receive timely and constructive feedback on course participation and assessment.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Learners receive ongoing timely and constructive feedback throughout their course; formal and informal.</p> <p>Centre establishes schedule for formal feedback.</p> <p>Learners informed feedback schedules.</p> <p>Records of feedback to learner retained.</p> <p>Course review meetings; learner/teacher/tutor feedback.</p>	<p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Learner feedback schedule</p> <p>Learner feedback sheets and report</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.9 Learner Appeals	
Purpose: <i>To provide a statement of the learner appeals of final/approved assessment results process.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>An Appeals Process is documented.</p> <p>Learners informed of opportunity to appeal final approved results at induction and occasionally throughout their course.</p> <p>Learners reminded of opportunity to appeal when final approved results are issued.</p> <p>Internal review of outcomes of learners' appeals conducted.</p>	<p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Appeals Procedure document</p> <p>Learner/tutor, learner induction</p> <p>Appeal request form</p> <p>Learner assessment evidence</p> <p>Records of learner appeals</p> <p>Records of appeal outcome, IV/EA reports</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.10 Results Approval	
Purpose: To provide a clear statement of how assessment results are approved and signed off, pre submission to FETAC for certification.		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>A Results Approval process is documented.</p> <p>QA team in liaison with Principal/Manager/Deputy establish annual schedule of Result Approval Panel meetings.</p> <p>Results approval panels convened to approve results. An agenda for each meeting prepared and schedule distributed.</p> <p>Provisional results, IV and EA reports to hand for each meeting. Any issues of concern are identified and corrective action commenced.</p> <p>Approved results made available to learners and forwarded to FETAC. Learners reminded of opportunity to appeal final results.</p> <p>Results Approval report retained at the centre and made available for review by FETAC.</p>	<p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Results approval procedure document</p> <p>Annual Results Authentication Plan</p> <p>Membership of panels, agenda/minutes</p> <p>IV report, EA report, provisional results</p> <p>Results approval panel report</p> <p>Record of issues arising/action plan</p> <p>Certification request to FETAC</p> <p>Final approved results issued to learners</p> <p>Records of correspondence</p> <p>Results Approval Report (RAP)</p>

County Sligo VEC		
Policy Area: B6	Fair and Consistent Assessment of Learners	
Procedure Title:	B6.11 Corrective Action	
<p>Purpose: <i>To provide a statement of how errors, omissions and/or deliberate acts by learners/teachers/tutors, which could impact on the validity or integrity of the assessment process are dealt with.</i></p>		
<p>Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.</p>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>Any issues with the potential to compromise the validity/integrity of the assessment process are immediately investigated and a corrective action plan is put in place.</p> <p>Corrective Action Plan report compiled.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>Centre Manager</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Record of issues arising</p> <p>Records of meetings (agenda, minutes of associated meetings; action plan)</p> <p>Learner records</p> <p>IV report</p> <p>EA report</p> <p>RAP report</p> <p>Records of correspondence</p> <p>Corrective action plan</p> <p>Record of complaint</p>

CSVEC Further Education Provision

B7 Protection for Learners Policy

CSVEC Further Education Provision is not subject to the requirements of Section 43 of the Qualifications Act, 1999. None-the-less CSVEC is committed to providing protection for all learners on its programmes and will honour its commitment by means of:

- Providing information on the conditions regarding the commencement or cessation of a programme
- In the event of programme cessation (before it has run its normal duration) accommodating student transfer where possible
- Establishing appropriate criteria for receiving and refunding fees.

County Sligo VEC		
Policy Area: B7	Protection for Learners	
Procedure Title:	B7.1 Cessation of Programme(s)	
Purpose: <i>To provide a statement of CSVEC's commitment to learner protection, in the event of course cessation.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders and Teaching staff.		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
N/A (SEE POLICY)	N/A	N/A

CSVEC Further Education Provision

B8 Subcontracting/Procuring Programme Delivery

Generally, it is the policy of CSVEC Further Education Provision not to subcontract or procure programme delivery from outside sources.

However, in the event that subcontractors are engaged or that programmes are procured from external sources CSVEC commits to:

- Establishing criteria for the selection of programmes developed by other organisations.
- Establishing criteria and a selection process for the engagement of the external provider(s).
- Having a written contract agreement with the external provider(s).
- Establishing procedures to monitor and to evaluate the delivery and other arrangements outlined in the written contract.

County Sligo VEC		
Policy Area: B8	Sub-contracting/Procuring programme Development	
Procedure Title:	B8.1 Selection of a Second Provider	
Purpose: <i>To establish a criteria in the event of subcontractors being engaged or programme(s) procured by CSVEC</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
Criteria and process applied when second provider is being chosen	<i>Principal/Manager Deputy Principal Course Coordinator</i>	Statement of criteria Statement of tender/advertisement

County Sligo VEC		
Policy Area: B8	Sub-contracting/Procuring Programme Development	
Procedure Title:	B8.2 Contract Arrangements	
Purpose: <i>To establish a criteria in the event of subcontractors being engaged or programme(s) being engaged by CSVEC</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
Written statements/contract detailing respective responsibilities between parties	<i>Principal/Manager Deputy Principal Course Coordinator</i>	Copy of statement/contract of agreement Record of meeting(s) Copies of correspondence

County Sligo VEC		
Policy Area: B8	Sub-contracting/Procuring Programme Delivery	
Procedure Title:	B8.3 Reporting Arrangements	
Purpose: <i>To establish a criteria in the event of subcontractors being engaged or programme(s) procured by CSVEC</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
Appropriate arrangements for reporting will be agreed between parties	<i>Principal/Manager Deputy Principal Course Coordinator</i>	Record of meeting(s) and copy of report(s) generated

County Sligo VEC		
Policy Area: B8	Sub-contracting/Procuring Programme Delivery	
Procedure Title:	B8.4 Monitoring Arrangements	
Purpose: <i>To establish a criteria in the event of subcontractors being engaged or programme(s) procured by CSVEC</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
Appropriate arrangements for monitoring the programme and determine if objectives, learning outcomes and learner satisfaction have been achieved	<i>Principal/Manager Deputy Principal Course Coordinator</i>	Learner verification: evaluation sheets Record of meeting(s) between CSVEC and second provider Monitoring reports

CSVEC Further Education Provision

B9 Self-Evaluation of Programmes and Services Policy

CSVEC is committed to the evaluation of its programmes and pledges to undertake the following:

- To provide a statement of the purpose, scope and range of programme evaluation
- To assign responsibility for programme evaluation
- To include all stakeholders in the programme in the evaluation process
- To hold meetings of all stakeholders during the delivery of a programme in order to evaluate the programme
- To forward the evaluation report to the managers of programmes and to integrate the recommendations of programme evaluation into on-going programme delivery subject to available resources
- To select and include an external evaluator in the evaluation process.

County Sligo VEC		
Policy Area: B9	Self Evaluation of Programmes and Services	
Procedure Title:	B9.1 Assignment of Responsibility	
Purpose: <i>To provide a statement of how responsibility for the self evaluation programmes and services are delegated.</i>		
Staff Involved: Principal/Manager, Deputy Principal, CSVEC Centre post holders		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>The QA Coordinator liaises with the QA Monitoring Group to establish a Self Evaluation Plan for all CSVEC centres.</p> <p>The Principal/Manager/Deputy Principal has overall responsibility for co-ordinating a Self-Evaluation at their centre.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p>	<p>Annual Self Evaluation Plan (Department/Area of study to be evaluated each year.</p> <p>Agenda, minutes of associated meetings; action plan</p> <p>Allocation of resources</p>

County Sligo VEC		
Policy Area: B9	Self Evaluation of Programmes and Services	
Procedure Title:	B9.2 Frequency	
Purpose: <i>To provide a statement on the Self-Evaluation cycle.</i>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>CSVEC is committed to completing a Self Evaluation after the first year of FETAC certified provision and thereafter on a 5 year cycle across all programmes and all centres.</p> <p>The QA Coordinator, in liaison with the QA Monitoring Group, establishes the frequency of Self Evaluation for CSVEC.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p>	<p>Schedule for Self Evaluations.</p> <p>Annual Self Evaluation Plan</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B9	Self Evaluation of Programmes and Services	
Procedure Title:	B9.3 Range	
<p>Purpose: <i>To provide a statement of how programmes may be combined when conducting a Self-Evaluation, to maximise the use of time and resources.</i></p>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>The QA Coordinator, in liaison with the QA Monitoring Group, establishes the scope and focus of each Self Evaluation.</p> <p>Courses may be grouped in manageable units (smaller areas of study may be merged for the process and larger areas of study may be sub-divided for the process). Courses from the same field of study, or having significant overlap, may also be grouped.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Range of courses for SE</p> <p>Scope and focus of SE</p> <p>Agenda, minutes of associated meetings; action plan</p>

County Sligo VEC		
Policy Area: B9	Self Evaluation of Programmes and Services	
Procedure Title:	B9.4 Learner Involvement	
Purpose: <i>To provide a statement of how learners and other stakeholders have the opportunity to participate in the Self-Evaluation process.</i>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>CSVEC is committed to inviting a broad representation of stakeholders, including current and past learners, to participate in each Self Evaluation, through a combination of interviews, class meetings, questionnaires, online/telephone surveys, learner evaluations/feedback, student rep meetings, etc.</p> <p>Course review reports, achievement levels, etc., of related programmes in the period being evaluated.</p>	<p><i>Principal/Manager</i></p> <p><i>Deputy Principal</i></p> <p><i>QA Coordinator</i></p> <p><i>FETAC Coordinator</i></p> <p><i>Course Coordinator</i></p> <p><i>Class Teacher/Tutor</i></p>	<p>Agenda, minutes of associated meetings; action plan</p> <p>Learner/stakeholder feedback</p> <p>SE questionnaires/surveys, etc.</p> <p>Summary of feedback</p>

County Sligo VEC		
Policy Area:	Self Evaluation of Programmes and Services	
Procedure Title:	B9.5 External Evaluator	
Purpose: <i>To provide a statement of how an external evaluator is appointed for each Self Evaluation.</i>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<p>External Evaluator appointed for each Self Evaluation, who is in a position to provide objective opinion, constructive appraisal and make recommendations for improvement and development, on the course/s being self evaluated. The External Evaluator will have knowledge in a number of the following areas:</p> <ul style="list-style-type: none"> • Subject area • Industrial experience • Application of various elements of QA systems • Teaching (relevant experience) 	<p><i>Principal/Manager</i> <i>Deputy Principal</i> <i>QA Coordinator</i> <i>FETAC Coordinator</i> <i>Course Coordinator</i></p>	<p>Criteria for appointment Profile of External Evaluator (CV) Record of External Evaluator’s briefings/meetings Records of correspondence, emails, etc.</p>

County Sligo VEC		
Policy Area: B9	Self Evaluation of Programmes and Services	
Procedure Title:	B9.6 Methodology	
<p>Purpose: <i>To provide a statement of the approach taken to each Self Evaluation of Programmes and Services; acknowledgement of good practice, verification of outcomes and the preparation of a Self Evaluation Report and Programme Improvement Plan.</i></p>		
Method(s) used to carry out this procedure	Who does it	Examples of evidence generated
<ul style="list-style-type: none"> • Self-Evaluation plan documents roles, responsibilities, courses/groups, etc • Planning meeting with relevant staff. • External evaluator appointed – agree scope, focus, etc. • Plan/Invite and summarise learner contributions. • Review existing documentation (learner feedback, minutes of learner review meetings, course reviews.) • Collate and review other relevant documentation. • Apply Self-Evaluation checklist strengths/areas for improvement. • Produce a draft Course Evaluation Report. • Conduct review of findings with external evaluator. • Complete, finalise and submit SE Report and Programme Improvement Plan (PIP) to FETAC, as required. 	<p><i>Principal/Manager</i> <i>Deputy Principal</i> <i>QA Coordinator</i> <i>FETAC Coordinator</i> <i>Course Coordinator</i> <i>Class Teacher/Tutor</i></p>	<p>Agenda, minutes of associated meetings; action plan Summary findings from stakeholder surveys, questionnaires, focus group meetings, etc., SE Checklist SE Report PIP final copy Acknowledgement from FETAC on submission Records of meetings with the External Evaluator</p>