QUALITY IMPROVEMENT PLAN

Mayo Sligo Leitrim ETB

Approved by:
 Shaun Purcell
 Chief Executive of MSLETB

February 2018 – March 2019

Introduction

This Quality Improvement Plan (QIP) represents the observations and recommendations from the MSLETB Executive Self Evaluation Report (ESE). The plan is for the period February 2018 to March 2019.

Process for Approving the Plan

- Following the approval of the Executive Self-Evaluation Report (ESE) by the Chief Executive (CE), which incorporates specific quality improvements throughout, a Quality Improvement Plan (QIP) was developed.
- The draft QIP was finalised and proposed outcomes and actions reviewed and approved by the Director of FET.
- The approved ESE Report and QIP were submitted to QQI on Thursday 8th February 2018.

Implementation and Monitoring

The Director of FET has overall responsibility for Board's QIP implementation. A lead is named for each of the planned outcomes and associated activities in the QIP. Implementation of the plan will be monitored by the MSLETB QA Group. A progress report will be presented at each QA Group meeting.

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)/Groups	Timeline	Measure/Benchmark *[how will you know it was achieved]*
Governance A robust governance structure that protects the interests of all stakeholders, ensures academic integrity and standards, considers risk and facilitates continuous development and improvement.	• Finalise outstanding TORs for all FET governance groups and units (4.7.1)	CE and Directors Group	Q1 2018	• Publish FET governance structures and Strategic Frameworks on SharePoint and MSLETB website.
	• Review and amend FET Strategic Framework to reflect the MSLETB Strategic Framework. (4.7.1)	CE and Directors Group	Q1 2018	
	• Update current practice so that FET centres are fully informed on the programmes approved for delivery at centres. (5.10.3)	Quality Management Systems Lead (QMSL)	Q2 2018	• Updated programme approval information on SharePoint.
	• Consult on and develop the MSLETB QA system – an overarching set of policies and procedures, to meet all QQI Re-engagement requirements (5.10.5)	QA Group	Q3 2018	• New MSLEB QA system published and briefings held.
	• Review and update current practice relating to the retention of evidence and QA procedure implementation to enable a consistent approach across all FET provision (5.10.5)	QA Group	Q3 2018	Portfolio of QA related forms and templates published and briefings held.
Monitoring and Review An enhancement of current practices relating to the **monitoring** and **review** of FET programmes and services at centres and across the ETB.	• Review and amend programme monitoring and review procedures. (5.10.2) • Establish a review cycle for all validated programmes (5.10.2) • Establish structures to report on the implementation of outcomes of programme monitoring and review (5.10.2)	FET Leaders and PLC Principals Group and QA Group	Q2 2018	• Pilot updated procedures at selected FET centres. • Rollout new procedures across all the Board's FET centres. • Updated TOR published and briefings held.

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	• Includes monitoring the effectiveness of the Board's QA policies and procedures in the functions of the FET Leaders and PLC Principals group (5.10.2)			
Fair and Consistent Assessment An enhancement on current practices relating to the consistency of assessment and timely feedback to learners throughout the Board's FET provision.	• Consult on and develop the Board's Assessment Philosophy (5.10.1) • Review and update current practice relating to fair and consistent assessment of learners (5.10.1, 6.11.2) • Review and update current practice relating to assessment instrument development, preparation and delivery. (5.10.1, 6.11.2) • Review and update current practice relating to the provision of formal timely and constructive feedback to learners (5.10.1) • Provide exemplar portfolios, etc. to facilitate common standards across programmes and centres (5.10.1) • Establish a common access point for all QA related documentation. (7.8.1 and 7.8.2) • Review current Results Authentication procedures to ensure consistency of approach across all FET provision (5.10.1) • Develop a plagiarism and assessment malpractice policy and related procedures. (5.10.1) • Consult on the provision of Repeat Assessment for FET learners (5.10.1)	FET Leaders and PLC Principals Group and QA Group	Q4 2018	• Assessment Philosophy published and briefings held. • Rollout updated assessment related procedures to ensure robust FET assessment protocols. • FET wide shared access point for QA documentation launched. • Revised IV, EA and RAP procedures published and briefings held. • Plagiarism and assessment malpractice process published and briefings held. • Position paper on Repeat Assessment published and briefings held.

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Teaching and Learning A systematic approach in meeting staff professional development needs towards enhancing the teaching and learning experience of programmes.	• Engage with the SOLAS CPD Strategy for FET (5.10.7) • Support the implementation of the TEL strategy across the FET provision (6.11.5) • Review the physical environment of FET centres and their capacity to deliver their approved FET programmes (6.11.6)	AEO with responsibilities for CPD, TEL and Buildings	Q3 2018	• CPD strategy and schedule published. • CPD Register in place. • TEL plan published and briefings held. • Centres report on capacity and any needs arising.
Risk Assessment A comprehensive approach to receiving and evaluating feedback from stakeholders on the Board's programmes and services and the integration of findings into programme and centre self-evaluations.	• Standardise the approach to receiving and evaluating feedback from stakeholders across the entire FET provision. (5.10.2, 5.10.5) • Agree a set of performance and QA critical indicators to inform formal review of programmes and services, en route to developing a culture of continuous development and improvement across all FET provision. (5.10.2)	FET Leaders and PLC Principals Group and QA Group	Q3 2018	• All FET centres briefed on new procedures and guidelines on programme monitoring and review.
FET Programme Delivery Deliver programmes that meet the identified needs of employers and provide progression opportunities to employment or additional education/training.	• Build on capacity and experience recently gained in developing new programmes. (8.5.1, 8.5.2 and 5.10.7)	Area Training Manager and QMS Lead	Q1 2019	• CPD scheduled new programme processes, MIPLOs and MIMLOs, etc. • Newly validated programmes on the Board's portfolio of FET provision. • Curriculum management system in place. • MOUs in place with higher education institutions.
	• Deliver new apprentice programmes (8.5.1 and 8.5.2)	Area Training Manager	Q3 2018	
	• Establish curriculum-sharing MOUs with other ETBs. (8.5.1, 8.5.2 and 7.8.1)	FET Director	Q3 2018	
	• Investigate Curriculum Management Systems. (8.5.1, 8.5.2 and 7.8.1)	QMS Lead and Ass Training Manger	Q2 2018	

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	• Facilitate the development of new programmes to meet future skills needs in collaboration with ETBs and other stakeholders. (8.5.1, 8.5.2, 5.10.6 and 5.10.7)	Employer Engagement Group and Programme Approval Committee	Q2 2018	
	• Explore and expand progression opportunities with third level institutions. (6.11.1)	FET Director	Q2 2018	
Communications More effective two-way communications between the ETB and its FET centres and between centres and its immediate stakeholders.	• Review and update the learner induction process to ensure a standard approach across all FET provision. (6.11.3, 6.11.4 and 7.8.3) • Develop a learner charter that describes the Board's service commitment to FET learners. (6.11.3, 6.11.4 and 7.8.3) • Agree guidelines for a centre based induction process for new staff. (5.10.4) • Encourage collaboration and the sharing of resources across programmes and centres. (7.8.1) • Include QA on the agenda of all FET related meetings. (4.7.2) • Review and amend the current Learner Complaints and Appeals Procedures to support a consistent approach across all FET provision. (6.11.3 and 6.11.4)	FET Leaders and PLC Principals Group, QA Group, Director of Organisational Support & Development and FET Leadership Teams	Q3 2018	• Extended role for SharePoint as a communications tool. • A structured approach established so that outcomes of meetings are available to relevant stakeholders. • Updated Learner Complaints and Appeals procedures published and briefings held.
Technology Enhanced Learning Commitment of TEL to advance independent and collaborative	• Support staff with TEL related workshops, etc. (5.10.7)	AEO with responsibility for TEL and CPD	Q2 2018	• Schedule of related CPD

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learning opportunities.	• Encourage take up of SOLAS e-college programmes. (5.10.7)			