



Formerly Meath VEC

Quality Assurance Policies and Procedures

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POLICY 1

Communications



It is the policy of LMETB to have inclusive, effective and transparent internal and external communications networks.


We are committed to providing relevant and accurate information on our services and programmes that foster learner choice, staff effectiveness and strong strategic management decisions.


We promote feedback mechanisms that ensure the continual development of our programmes and services.


Education Plan Reference

Strategic Goal No. 5: Communications

Organisational Values: Openness and Transparency

Procedure B1.1	Communication with Learners		 <i>Bord Oideachais agus Oiliúna Lá agus na Mí</i> Louth and Meath Education and Training Board
Purpose	To enable learners of diverse backgrounds give feedback on their individual and collective experience of programme and services.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Informal and formal meetings are held between staff and learners	CD/P; PC; PS; learners	Diary or record of meetings between learners and staff	
Learner evaluations are carried out for each course	CD/P; PS; PC; learners	Copies of learner evaluations	
Feedback mechanism are made available to learners: Focus Groups Surveys Learners Representative Groups/Fora	CD/P; PS; PC learners	Notes on meetings with Focus Groups Surveys results Minutes or reports of Learners Representative Groups/Fora	
Centre reviews learner feedback on an ongoing basis	CD/P; PS; PC	Agenda and minutes of staff and/or team meetings	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	During each course/term/year	Review of learner evaluations, learner feedback and team meeting minutes	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B1.2	Communication with Staff		
Purpose	To ensure relevant information on programmes and services is available to course staff and that staff are able to contribute feedback that helps shape future programme delivery.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; HR section LMETB		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Informal and formal meetings are arranged with individual staff	CD/P; PC; PS	Diary or record of meetings with staff	
Formal staff meetings are held on a regular basis	CD/P; PS; PC	Agendas and minutes of staff meetings	
Written and verbal communication with staff	CD/P; PS; PC	Emails / Memos / Staff notice board Annual reports/centre publication Staff newsletter Staff handbook / Information Pack	
Staff evaluations are carried out on each course	CD/P; PS	Copies of Staff evaluation	
Staff induction and In-service training days available to staff	CD/P; PS; PC; HR	Record of attendance; agenda of staff training and induction days	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal and Programme Co-ordinator	During each course/term/year	Review of staff evaluations and minutes of staff meetings	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B1.3	Communication with Stakeholders		 <i>Bord Oideachais agus Chlárna Lé agus na Mí</i> Louth and Meath Education and Training Board
Purpose	To ensure existing and potential stakeholders have access to information, and can provide feedback, on programmes and services.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Website Editor		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
LMETB website updated and e-newsletter distributed regularly	Website Editor	Mailing list of e-newsletter	
Programme brochures are widely distributed	CD/P; PC	Copies of prospectus / brochures	
Publicity materials are made available and advertising of programmes and services takes place on an ongoing basis	CD/P; PC	Copies of advertisements placed and publicity material	
Correspondence with stakeholders	CD/P; PC	Copies of correspondence	
Regular meetings take place with stakeholders and staff participate in relevant network meetings	CD/P; PC; PS	Record of stakeholder and network meetings	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal and Programme Co-ordinator	During each course/term/year	Review of meeting and correspondence records	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

POLICY 2

Equality





It is the policy of LMETB to address all forms of discrimination, to promote equality of opportunity and accommodate diversity.

This policy operates systematically at all levels of the organisation's structures, policies, processes and procedures and in all our programmes and services.

Education Plan Reference

**Strategic Goal No. 2: Provide Quality Education
Organisational Values: Equality of Opportunity**

Procedure B2.1	Equality Training		
Purpose	To ensure that staff are aware of equality issues and can accommodate diversity within our programmes.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Human Resources Section LMETB		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Induction Training available to staff		CD/P; PS; PC; HR	Records of Induction Training
Create awareness through dissemination and display of Equality Policies		CD/P; PC	Copy of Equality Policies in staff handbook; on our websites and in staff rooms
Staff encouraged to participate on professional development courses relating to equality issues i.e. literacy, intercultural and disability		CD/P; PS; PC, HR	Record of staff training courses undertaken
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Each term/year	Review of staff training records
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B2.2	Equality Planning		 <i>Bord Oideachais agus Chlárna Lá agus na Mí</i> Louth and Meath Education and Training Board
Purpose	To develop and implement a plan to achieve equality objectives.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; HR Section LMETB		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Centre Plans or annual reports outlining centre's commitment to equality objectives	CD/P; PS; PC	Specific measures planned or undertaken to facilitate diversity e.g. specialised assessment, learning materials, etc.	
Staff and team meetings to discuss equality issues	CD/P; PS; PC	Minutes of meetings	
Consultation is carried out with representative bodies covered by the nine grounds of legislation	CD/P; PS; PC	Minutes of meetings Representative on steering / management groups	
Management are up to date with Equality legislation and its implications for the provision of programmes and services	CD/P; PS; PC; HR	Copies of new legislation and correspondence between HR and centres on equality issues	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Start of and during each course/term/year	Review of staff and consultation meetings and correspondence from HR	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

POLICY 3

Staff Recruitment and Development





It is the policy of LMETB to recruit, appoint and induct staff according to best established practice and the highest professional standards.


We are committed to enhancing and supporting the continual professional development of staff at all levels in the organisation.

Education Plan Reference

**Strategic Goal No. 7: Staff Development
Organisational Values: Professionalism
Mission Statement**

Procedure B3.1	Staff Recruitment and Allocation		 <small>Bord Oideachais agus Oiliúna Lá agus na Mí Louth and Meath Education and Training Board</small>
Purpose	To establish transparent recruitment criteria and processes to ensure staff are recruited in accordance with their competencies and in line with employment equality legislation.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; HR Section LMETB		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Recruitment Guidelines for Centres and Programmes	CD/P; HR Section	Copy of Recruitment Guidelines for Centres and Programmes Statement of qualifications and experience Job advertisements	
Interview Skills Training	CD/P; PC, HR Section	Records of staff trained and copies of handouts and presentations used.	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Head of Human Resources	Every Year	Review of guidelines and staff training records at HR staff meetings	
Centre Director/Principal	Every year	Review of guidelines	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B3.2	Staff Induction		 <small>Bord Oideachais agus Oiliúna Lá agus na Mí Louth and Meath Education and Training Board</small>
Purpose	To ensure all new staff have access to induction training into a new role.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; HR Section LMETB		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Tutor Handbook/ Information Pack available to all staff	CD/P; PS; PC, HR Section	Copy of Staff Handbook or Information Pack	
Staff Induction Training available to all new staff	CD/P; PS; PC, HR Section	Record of induction training and copies of handouts/presentations	
One-to-one meetings with new staff	CD/P; PS; PC,	Records of Meetings	
Staff Orientation available locally to all newstaff	CD/P; PS; PC,	Records of meetings/orientation	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Head of Human Resources	Every Year	Review of staff induction at HR staff meetings	
Centre Director/Principal	Every year	Review of staff handbook, meetings with staff and staff induction process	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B3.3	Staff Development		 <small>Bord Oideachais agus Chlárúcháin na Mí Leathán agus Meath Education and Training Board</small>
Purpose	To ensure staff support and development needs are identified and met through a comprehensive staff development plan.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; HR Section LMETB		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Performance Management Development System implemented for staff	CD/P; PS; PC, HR Section	Copies of PMDS and training needs analysis at local level	
Staff Training	CD/P; PS; PC,	Record of staff training days/events	
Implementation of LMETB Education Plan Goal 7 on Staff Development	CD/P; PS; PC, HR Section	Reports from Education Plan Implementation Committee	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Head of Human Resources	Every Year	Review of PMDS and Education Plan Implementation Committee reports at HR staff meetings	
Centre Director/Principal	Every year	Review of staff training and PMDS	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

POLICY 4

Access, Transfer and Progression





It is the policy of LMETB to facilitate learner entry to appropriate programmes and develop learner supports that aid successful completion of programmes.


We are committed to developing suitable transfer options and promoting progression for learners.


Education Plan Reference

Strategic Goal No. 2: Provide Quality Education
Organisational Values: Learning
Mission Statement

Procedure B4.1	Information Provision		
Purpose	To ensure the availability of appropriate information that facilitates successful participation on courses for present and potential learners.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Meath Adult Education Guidance Service		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Programme Brochures	CD/P; PS; PC	Copies of course programmes/brochures	
Advertising and Promotional Literature	CD/P; PS; PC	Advertisements Copies of literature	
Open Days/Nights/Learner Fairs	CD/P; PS; PC	Examples of flyers, list of attendance etc	
Meath Adult Education Guidance Service	MAEGS	Diary of events attended and promotional visits	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Each term/year	Review of course brochures and promotional literature	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	
Adult and Further Education Forum	Regularly	Review of Evidence/Reports from programme leaders	

Procedure B4.2	Learner Entry		 <small>Bord Oideachais agus Cúrsaí Leasais na h- Louth and Meath Education and Training Board</small>
Purpose	To ensure a fair and consistent approach to how learners are selected and entered onto programmes.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Meath Adult Education Guidance Service		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Clear information is available on entry requirements for all programmes.		CD/P; PS; PC	Programmes brochures / leaflets available outlining exact entry requirements
Meath Adult Education Guidance Service		CD/P; PS; PC; MAEGS	No of referrals and service users making enquiries
Clear statement of selection criteria and process		CD/P; PS; PC	Selection Process Statements for programmes Details of Appeals Process
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Each term/year	Review of selection process
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes
Adult Education Guidance Co-ordinator		Start of each year	Review of evidence and referrals

Procedure B4.3	Recognition of Prior Learning		 <small>Bord Oideachais agus Oiliúna Lá agus na Mí Louth and Meath Education and Training Board</small>
Purpose	To ensure that learners' prior learning is recognised on entry to a programme and in gaining an award.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Statement of Recognition of Prior Learning	CD/P; PS; PC	Copies of recognition of prior learning statement available to all learners Arrangements will be updated in accordance with FETAC policy and guidelines in relation to RPL	
Tracking of learner awards	CD/P; PS; PC	Learner Database in centres	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Each term/year	Review of RPL statement	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B4.4	Facilitating Diversity		
Purpose	Individuals or groups with particular needs are facilitated to successfully participate, transfer and progress on programmes.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Meath Adult Education Guidance Service		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Adult Guidance Information and Counselling Service	MAEGS	No of referrals and matching of individual needs with courses	
Learner Induction	CD/P; PS; PC	Copies of local induction processes	
Programme Team Meetings	CD/P; PS; PC	Minutes of team meetings that address diversity issues e.g. ESOL support; literacy support etc	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Each term/year	Review of team meetings	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	
Adult Education Guidance Counsellor	Ongoing	Review of database evidence	

POLICY 5

**Programme Development,
Delivery and Review**





It is the policy of LMETB to provide a range of dynamic programmes and services that respond to the changing needs of individuals and groups in the county.


We are committed to excellence and innovation in the design, development, delivery, management and evaluation of programmes.


Education Plan Reference


**Strategic Goal No. 2: Provide Quality Education
Organisational Values: Learning
Mission Statement**


Procedure B5.1	Need Identification		
Purpose	To ensure that programmes are developed to meet the identified needs of individuals and the community.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Meath Adult Education Guidance Service		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Enquiries and referrals from MAEGS		CD/P; PS; PC; MAEGS	Database of enquiries and referrals
Enquiries from employers and community groups		CD/P; PS; PC	Correspondence on file
LMETB Education Plan		CD/P; PS; PC	Reports of Education Plan Implementation Committee
Networking with other agencies locally and nationally		CD/P; PS; PC	Participation in County Development Board structures; record of meetings
Research documents		CD/P; PS; PC	Copies of demographic studies, government publications etc
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Before each course/term/year	Review of research reports, correspondence and database of enquiries
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes


Procedure B5.2	Programme Design		 Imetb <small>Bord Oideachais agus Oiliúna Lú agus na Mí Louth and Meath Education and Training Board</small>
Purpose	To ensure that programme structure, delivery and assessment methodologies are designed to meet the needs of learners and the community.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Programme Planning and Design Meetings		CD/P; PS; PC	Record of meetings
Learner Evaluations to establish satisfaction levels with programmes feed into programme design		CD/P; PS; PC; learners	Copies and review of learner evaluation
Consultation meetings with community groups, employers etc		CD/P; PS; PC	Record of meetings Correspondence records
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Start of course/term/year	Review of planning and consultation meetings
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes


Procedure B5.3	Programme Approval pre Submission for Validation		
Purpose	To ensure programmes are checked and received management approval prior to being submitted to FETAC for approval.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Proposed programmes are submitted to Centre Director for approval		CD/P; PS; PC	Copies of submitted programmes
Centre Director checks programmes to ensure relevant design, structure, delivery and assessment procedures are in place		CD/P	Record of management approval granted
Budgetary and Resource Allocations Agreed		CD/P; PC	Copy of agreed allocations
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Annually	Review of submissions and courses approved
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes


Procedure B5.4	Programme Planning		
Purpose	To ensure that programmes are framed into appropriate timetable and delivery schedules.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Work Plan developed for programme	CD/P; PS; PC	Copies of Programme Plan	
Timetable devised for programme	CD/P; PS; PC	Copy of timetable/scheduling of programme Clear assessment timetable Work Experience Dates	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Start of course/term/year	Review of programme plans and timetables	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B5.5	Programme Delivery		 <small>Bord Oideachais agus Oiliúna Láir agus na MÍ Louth and Meath Education and Training Board</small>
Purpose	Check that programme delivery is resourced to ensure flexibility in response to changing circumstances.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Contingency Plan for Staff Cover	CD/P; PS; PC	Changes in timetable	
Resources available for programme delivery as result of meetings with relevant stakeholders	CD/P; PS; PC	Budget allocations Learning materials and resources used in programme	
Staff/programme team meetings to review effectiveness of programme delivery	CD/P; PS; PC	Minutes of meetings Changes to programme delivery	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Throughout course/term/year	Review of staff meetings and programme budgets	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B5.6	Learner Records		
Purpose	To ensure records of learner participation and progress are maintained and available in appropriate format for programme review and evaluation.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Meath Adult Education Guidance Service		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Learner records of attendance, progress and certification are maintained		CD/P; PS; PC	Roll books Progress records Certification records
FETAC data requirements are adhered to		CD/P; PS; PC	Application Forms/Learner records Checklist of information required by exam secretary
Meath Adult Education Guidance Service		CD/P; PS; PC; MAEGS	Database of records and progression
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Throughout course/term/year	Review of records
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B5.7		Provision and Maintenance of Learning Facilities/Resources		 <small>Bord Oideachais agus Oiliúnaí na Meath</small> <small>Louth and Meath Education and Training Board</small>	
Purpose		To ensure that resources necessary for successful participation by learners are allocated to and maintained on programmes.		Version 2.0	
Staff involved		Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15	
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure		
Learner Evaluations		CD/P; PS; PC; learners	Copies of learner evaluations and course reviews		
Non-teaching budget for courses		CD/P; PS; PC	Budget allocations Extra resources available i.e. literacy, ESOL etc Stock book		
Staff/programme Team meetings		CD/P; PS; PC	Minutes of meetings dealing with resource issues		
Student supports available to learners		CD/P; PS; PC	ESOL, literacy supports etc		
Monitoring					
Monitor (Job Title)		Frequency	Monitoring Method(s)		
Centre Director/Principal		Throughout course/term/year	Review of learner evaluations and budget allocations		
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes		

Procedure B5.8	Health and Safety		
Purpose	To ensure that physical premises and facilities are accessible and maintained to promote the health and safety of learners and staff.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Health and Safety Statement		CD/P; PS; PC	Copy of health and safety statement
Maintenance budget for building		CD/P; PS; PC	Budget allocation for maintenance
Health and Safety Training for staff		CD/P; PS; PC	Record of training accessed by staff
Staff and Learner Evaluations		CD/P; PS; PC; learners	Record of evaluations
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		End of course/term/year	Review of health and safety statement and staff training
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B5.9	Programme Review		
Purpose	To ensure programmes are reviewed regularly to maintain their continued relevance to the changing needs of individuals and society.	Version 2.0	
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff	Date 14/09/15	
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Annual reports from programmes and centres/Statistical analysis of learners achievements		CD/P; PS; PC	Annual reports Statistical analysis
Review of programmes at end of cycle		CD/P; PS; PC; learners	Interim and End course learner review forms Tutor review forms
Staff/Programme Team meetings		CD/P; PS; PC	Minutes of meetings on review and evaluation
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		End of course/term/year	Review of staff meetings, staff evaluations and learner evaluations
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

POLICY 6

Fair and Consistent Assessment of Learners





It is the policy of LMETB to ensure its assessment procedures are transparent and easily understood and accessed by learners and staff.


We are committed to carrying out assessments that are fair to learners, consistent across assessors and in line with best national practice.


Education Plan Reference


Strategic Goal No. 2: Provide Quality Education
Organisational Values: Learning
Mission Statement


Procedure B6.1	Co-ordinated Planning of Assessment		 <small>Bord Oideachais agus Oiliúnaí Lú agus na Mí Leathán agus Meath Education and Training Board</small>
Purpose	Programme design and delivery are co-ordinated to facilitate integration of assessment thereby ensuring learners maximise the value of their assessment.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Programmes are designed with integration in mind	CD/P; PS; PC	Agendas and minutes of Staff and Programme Meetings Programme outlines and specifications Assessment schedules showing integrated assessments	
Programme Team Meetings where integration is reviewed	CD/P; PS; PC	Meeting agendas, minutes or record of meetings	
Formal Assessment	CD/P; PS; PC and learners	Completed portfolios and assessment records	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	At start of and during each course/term/year	Review of team meeting minutes and completed portfolios	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	


Procedure B6.2	Assessment Information for Learners		
Purpose	To ensure learners have access to information necessary for them to successfully participate in assessment.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Administration Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Provision of Course Brochures		CD/P; PC; PS; AS	Copies of brochures and programme promotional material outlining assessment information
Learner Handbook/Information Pack distributed to all learners		CD/P; PC; PS; AS	Copy of learner handbook outlining assessment information
Dissemination of Assessment Information to Learners <ul style="list-style-type: none"> • Learner Notice boards • Emails • Information Sessions with Learners • Provision of Module Descriptors 		CD/P; PC; PS; AS	Copies of Notices on Learner Notice boards Emails Record of Information Sessions with Learners Copies of Module descriptor
Learner Evaluations		CD/P; PC; PS and learners	Learner Evaluation Forms
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		During each course/term/year	Review of assessment information in brochures and learner handbook
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes


Procedure B6.3	Security of Assessment Process and Materials		 <small>Bord Oideachais agus Oiliúnaí Lú agus na Mí Leathán agus Meath Education and Training Board</small>
Purpose	To ensure the security and integrity of assessment material, assessment processes, learner work and learner records.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Administration Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Provision of information to tutors/ learners on storage and security procedures		CD/P; PC; PS; AS	Copy of Guidelines to Assessors Receipt system Secure storage facilities
Students sign verification of authorship statements		PC; PS; PA	Copies of Verification of Authorship statements
Staff and Programme Team Meetings		CD/P; PC; PS	Agendas, Minutes or Records of Meetings
External Examiner Visits		CD/P; PC; PS and external examiner	Report of external examiners
Training Courses on Preparation of Portfolios		FETAC/Exam Co-ordinator; CD/P; PC; PS	Record of attendance at staff training
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Throughout course/term/year	Review of guidelines and storage system
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes


Procedure B6.4	Reasonable Accommodation in Assessment		 <small>Bord Oideachais agus Oifigina Lú agus na Mí Louth and Meath Education and Training Board</small>
Purpose	To ensure that assessment methodologies are adapted as necessary or reasonable to enable all learners demonstrate their achievement of the standards being assessed.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Individual meetings with learners and tutors to assess accommodation needs	CD/P; PC; PS and learners	Minutes and record of meetings	
Learner-Centred Assessment: Assignment Briefs are adapted to suit needs of learners and alternative assessment methodologies available to learners e.g. use of video etc.	CD/P; PC; PS and learners	Copies of adapted assignment briefs Completed assignments and portfolios	
Learner evaluations	CD/P; PC; PS and learners	Copies of learner evaluation sheets Focus groups/review meetings with learners	
Guidelines and training on reasonable accommodation available to Assessors	CD/P; PC; PS	Record of guidelines and training provided on reasonable accommodation	
External examiner checks that special needs catered for in assessment.	CD/P; PC; PS and external examiner	Report of external examiner	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Start of and during each course/term/year	Review of record of meetings and learner evaluations	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	


Procedure B6.5	Consistency Between Assessors		
Purpose	To ensure learner assessments are marked in a fair and consistent manner across assessors.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Programme/Staff Team Meeting where assessment is planned and reviewed.	CD/P; PC; PS	Minutes/Agendas or record of assessment review meetings	
Induction Training Provided for Tutors	CD/P; PC; PS	Records of Induction Training	
Sampling of Portfolios by Internal Verifier	CD/P; PC; PS Internal Verifier	Internal Verifier schedule and checklist	
Appeals Process in place for learners	CD/P; PC; PS and learners	Record of appeals process	
Review of feedback from External Examiner	CD/P; PC; PS and external examiner	Report from external examiner	
Learner Evaluations	CD/P; PC; PS and learners	Copies of Learner evaluation forms	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	During each course/term/year	Review of assessment review meetings and external examiner reports	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	


Procedure B6.6	Assessment Performed by Third Parties		 <small>Bord Oideachais agus Oiliúna Léigis na Mí Leath and Meath Education and Training Board</small>
Purpose	To ensure that assessment carried out by third parties is clearly understood; fair to learners; consistent with FETAC requirements and standards of LMETB.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Contract of agreement or service contract is drawn up with all third parties undertaking assessment on behalf of LMETB	CD/P; PC; PS	Copy of service contracts/agreements	
Meetings with third party assessors and/or guidelines issued to third party assessors to ensure consistent assessment	CD/P; PC; PS	Record of meetings Copy of guidelines issues	
Monitoring of assessment by LMETB centre personnel	CD/P; PC; PS	Record of monitoring by staff	
Learner Evaluations	CD/P; PC; PS and learners	Copy of learner evaluations	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	During each course/term/year	Review of service contracts and records of meetings	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B6.7	Consistency of Marking with National Standards		 <small>Forl Oideachais agus Cillíonaí Lú- agus na Mí Louth and Meath Education and Training Board</small>
Purpose	To ensure learner assessments are marked in accordance with the national standard for the award.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Staff attend FETAC Training Courses on assessment and portfolio preparation	CD/P; PC; PS	Record of attendance at FETAC briefings	
Induction Training Provided for Tutors	CD/P; PC; PS	Records of Induction Training Guidelines for assessors	
Visit of External Examiner	CD/P; PC; PS and external examiner	Report from external examiner	
Programme/Staff Team Meeting where assessment is reviewed	CD/P; PC; PS	Minutes/Agendas or record of meetings Learner certification records	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	During course/term/year	Review of external examiner reports and learner certification records	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B6.8	Assessment Feedback to Learners		 Bord Oideachais agus Oiliúnaíochta na Mí Louth and Meath Education and Training Board
Purpose	To ensure learners receive appropriate, timely and constructive feedback on their assessments which informs their participation on the programme.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Scheduled meetings with learners		CD/P; PC; PS and learners	Record of learner/tutor meetings
Provision of Formal Assessment Feedback mechanisms		CD/P; PC; PS	Copies of assessment feedback sheets
Learner Evaluations undertaken		CD/P; PC; PS and learners	Learner evaluation forms
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		During each course/term/year	Review of assessment feedback sheets and learner evaluations
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B6.9	Learner Appeals		 <small>Bord Oideachais agus Oiliúnaíochta na n- Leighn agus Meath Education and Training Board</small>
Purpose	To ensure clear and transparent appeals system in place for learners to appeal assessment results which they consider to be unfair.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Appeals Procedure established for learners	CD/P; PC; PS and learners	Copy of appeals procedure in learner handbook or programme manual	
Appeal Log book	CD/P; PC; PS	Record of learner appeals	
Learner evaluations	CD/P; PC; PS and learners	Copies of learner evaluations	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	End of course/term/year	Review of appeals procedure and records	
QA Monitoring Team	Once every three years	Review of evidence through self-evaluation of programmes	

Procedure B6.10	Return of Certification Data		
Purpose	To ensure that data submitted to FETAC for certification purposes are thoroughly checked for accuracy and reliability and that there is a record of the checking process.	Version 2.0	
Staff involved	Centre Director / Principal; Programme Co-ordinator; Internal Verifier; Administration Staff	Date 14/09/15	
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Appropriate procedures for checking certification data in place		CD/P; PC; PS; IV; AS	Records of checking certification data
Internal Verifier		CD/P; PC; PS; IV; AD	Copy of signed checklist by Internal Verifier
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		End of course/term/year	Review of records
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B6.11	Corrective Action		
Purpose	To ensure that an action plan is developed and implemented to deal with any errors or omissions that impact on the validity of the assessment system.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Assessment Corrective Action Plan developed for all centres		CD/P; PC; PS	Copy of Corrective Action Plan
Record of actions taken in response to critical issues		CD/P; PC; PS	Record of incidents and events Record of actions taken
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		during course/term/year	Review of corrective action plan and records of incidents
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

POLICY 7

Protection for Learners




It is the policy of LMETB to endeavour to provide an alternative learning opportunity to learners in the event of a programme (of three months duration or longer) being terminated early.

LMETB is not subject to Section 43 of the Qualifications (Education and Training) Act 1999.

Education Plan Reference

**Strategic Goal No. 2: Provide Quality Education
Organisational Values: Learning
Mission Statement**

Procedure B7.1	Cessation of Programmes		
Purpose	To outline how learners are protected in the event of a programme ceasing unexpectedly.	Version 2.0	
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff; Meath Adult Education Guidance Service	Date 14/09/15	
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Policy Statement developed which outlines procedures following cessation of a programme		CD/P; PS; PC	Copy of Policy statement
Distribution of Policy Statement		CD/P; PS; PC	Promotional Literature Course Brochures
Meath Adult Education Guidance Service		MAEGS	Record of enquiries and referrals from MAEGS
Monitoring of Procedure			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		At start of and end of each course/term/year	Review of policy statement
QA Monitoring Team		Once every two years	Review of evidence through self-evaluation of programmes

POLICY 8

**Sub-Contracting/
Procuring Programme Delivery**





It is the policy of LMETB to ensure that similar quality standards will apply to any programme that is delivered by another provider on its behalf.


This policy will be reflected in the selecting of a second provider; developing contractual arrangements; implementing appropriate reporting mechanisms and ensuring the highest monitoring standards.


Education Plan Reference

**Strategic Goal No. 2: Provide Quality Education
Organisational Values: Learning
Mission Statement**

Procedure B8.1	Selection of a Second Provider		
Purpose	To outline the criteria used in the selection of a Second Provider.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Statement of Criteria is developed by any centre wishing to use a Second Provider		CD/P; PC	Copy of Statement of Criteria
Statement of Criteria is used in the selection of Second provider		CD/P; PC	Copy of ads or tender for Second Provider
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Whenever Second Provider used	Review of statement of criteria
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B8.2	Contract Arrangements		 Bord Oideachais agus Oiliúna Láir agus na Mí Louth and Meath Education and Training Board
Purpose	To ensure written contract outlining respective responsibilities is agreed between LMETB and Second Provider.	Version 02	
Staff involved	Centre Director / Principal; Programme Co-ordinator		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Written contract developed between centre and Second Provider		CD/P; PC	Copy of written Contract
Meetings or correspondence regarding contract		CD/P; PC	Copy of relevant correspondence or reports of meetings
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Whenever Second Provider used	Review of contract and correspondence
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B8.3	Reporting Arrangements		
Purpose	To specify the content and frequency of reports to be submitted by Second Provider to LMETB.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Agreed reporting procedures established between LMETB and Second Provider		CD/P; PC	Copy of contract specifying reporting arrangements Reports from Second Provider to LMETB Correspondence between LMETB and Second Provider
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		During each programmes	Review of contract and reports
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

Procedure B8.4	Monitoring Arrangements		
Purpose	To specify methods by which LMETB will monitor the achievement of programme objectives and levels of learner satisfaction.		Version 2.0
Staff involved	Centre Director / Principal; Programme Co-ordinator		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Learner evaluations of programmes delivered by Second Provider		CD/P; PC	Review of learner evaluations
Reports from Second Provider reviewed and assessed by LMETB at staff or team meetings		CD/P; PS; PC	Minutes of staff and team meetings
On-site visits to Second Provider		CD/P; PC	Reports of on-site visits
Meetings with Second Provider		CD/P; PC	Reports of meetings
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
Centre Director/Principal		Ongoing during each programmes	Review of reports, staff meeting minutes and learner evaluations
QA Monitoring Team		Once every three years	Review of evidence through self-evaluation of programmes

POLICY 9


**Self-Evaluation of Programmes
and Services**





It is the policy of LMETB to implement a rigorous, transparent, ongoing programme self-evaluation process to ensure that its services and programmes are constantly updated and improved to meet the changing needs and expectations of learners, staff and other stakeholders.


Education Plan Reference


**Strategic Goal No. 2: Provide Quality Education
Organisational Values: Learning
Mission Statement**


Procedure B9.1	Assignment of Responsibility		 lmetb <small>Bord Oideachais agus Cultúir na Meath Louth and Meath Education and Training Board</small>
Purpose	To ensure those who will conduct the self-evaluation should be in a position to do so effectively.		Version 2.0
Staff involved	CEO; Centre Director / Principal; QA Officers		Date 14/09/15
<p>Each centre will appoint one person as a Quality Assurance Officer (QAO) to the County Meath VEC Quality Monitoring Team (QAMT). QAOs will be appointed in accordance with the criteria outlined in the document on Criteria for Quality Assurance Officer.</p> <p>The QAMT will meet at least once every term with the external evaluator to review Quality Assurance issues within centres. The terms of reference for this group are available in the document on the Role of the Quality Assurance Monitoring Team. Members of the QAMT will receive appropriate training to ensure they are competent in to carry out the duties required of them. Reports from the QAMT meetings will be sent to the CEO who will then ensure that Quality Assurance issues are part of the agenda at the three middle management structures in LMETB: the Adult and Continuing Education Forum; the meeting of School Principals; and the Youthreach Coordinators Meeting.</p> <p>Each centre will conduct a self evaluation every three years. Final responsibility for the self-evaluation rests with the centre director/principal. The QAO will act as a support to the centre director/principal in conducting the self-evaluation. Self-evaluations will be undertaken by the centre manager in conjunction with the staff and the external evaluator.</p>			
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
CEO		Each year	Review of reports from QAMT and External Evaluator

Procedure B9.2	Frequency of Self-Evaluation		
Purpose	To outline the frequency for self-evaluation of programmes.	Version 2.0	
Staff involved	CEO; Quality Assurance Management Team; Centre Director / Principal; Programme Co-ordinator; Programme Staff	Date 14/09/15	
<p>The external evaluator in conjunction with centre staff and management will conduct a self-evaluation for each centre every 3 years on a rota basis.</p> <p>A copy of the Schedule of Self-evaluation of Programmes 2007-2009 is attached.</p>			
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
CEO		During each year	Review of schedule
QAMT		During each year	Review of schedule

Procedure B9.3	Range of Self-Evaluation		
Purpose	To describe how programmes will be grouped together for the purpose of self-evaluation.		Version 2.0
Staff involved	CEO; Quality Assurance Monitoring Team; Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
<p>All centres will be divided into three groups: PLC centres; Youthreach centres and Further Education centres. At least one centre from each of these groups will be self-evaluated each year. A copy of the Schedule of Self-evaluation of Programmes 2007-2009 is attached.</p> <p>Each self-evaluation will follow a template for self-evaluation, in accordance with the FETAC Guidelines for Self-evaluation of Centres. Each self-evaluation will evaluate the full range of programmes, depending on the range of programmes on offer in the centre.</p>			
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
CEO	During each year	Review of schedule	
QAMT	During each year	Review of schedule	

Procedure B9.4	Learner Involvement		
Purpose	To outline how learners can contribute to self-evaluation of programmes.		Version 2.0
Staff involved	Quality Assurance Monitoring Team; External Evaluator; Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Review of Learner evaluation forms		QAMT; EE; CD/P;PC; PS; learners	Findings incorporated into Self-Evaluation Report
Focus groups of past/present learners		QAMT; EE; CD/P;PC; PS; learners	Report on findings of focus groups incorporated into Self-Evaluation Report
Monitoring			
Monitor (Job Title)		Frequency	Monitoring Method(s)
QAMT		During each self-evaluation	Review of evidence in Self-Evaluation Report
External Evaluator		During each self-evaluation	Review of evidence in Self-Evaluation Reports

Procedure B9.5	External Evaluator		
Purpose	To establish criteria for selection of external evaluator.		Version 2.0
Staff involved	QAMT; Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
<p>The external evaluator will be appointed in accordance with the Guidelines for the Appointment of an External Evaluator:</p> <ul style="list-style-type: none"> • Be a person who is independent of programme delivery in LMETB. • Be capable of comparing the quality of the programmes being evaluated with that of similar programmes elsewhere. • Have experience and/or training in national or international certification systems. • Be familiar with the requirements and policies of FETAC in relation to the granting of awards. • Have experience in a number of the following areas: <ul style="list-style-type: none"> Y Programme Design; Programme Delivery; Y Programme Evaluation; Y Cross Moderation of Standards; Y External Verification of Standards; Y Auditing of Quality Systems; Y Centre Accreditation. <p>The role of the external evaluator is outlined in the document on the role of the external evaluator. The position will be advertised and follow normal recruitment procedures. The CEO will appoint the external evaluator for a fixed period of time.</p>			
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
CEO	Yearly	Review of documents on Criteria for Selection of External Evaluator and Role of External Evaluator	

Procedure B9.6	Methodology		
Purpose	To outline the methodology being used in the self-evaluation of programmes.		Version 2.0
Staff involved	Quality Assurance Monitoring Team; External Evaluator; Centre Director / Principal; Programme Co-ordinator; Programme Staff		Date 14/09/15
<ul style="list-style-type: none"> • Each centre will conduct an internal self-evaluation once every three years as outlined in the schedule of self-evaluations. • This internal evaluation will be conducted by the centre director in conjunction with staff and learners using the templates provided. • The external evaluator will then examine these draft findings and make suggestions or recommendations as they see necessary. • A final self-evaluation report will then be agreed by both the centre manager and the external evaluator. • This final self-evaluation report will be circulated to the centre, the QAMT (and through them to the CEO) and to FETAC. • In addition to a final Self-Evaluation Report each centre director, in conjunction with the staff, will produce a Programme Improvement Plan. This Programme Improvement Plan will contain details of how the findings of the final self-evaluation plan will be implemented to improve the quality of service in each centre. • This Programme Improvement Plan will be signed by the centre director and external evaluator. Copies of the plan will be forwarded to QAMT (and through them to the CEO), the centre and FETAC. • The CEO will ensure that feedback from self-evaluations is included on the agenda of the various middle management meeting structures. <p>At the end of the three year cycle the CEO in consultation with the QAMT will conduct an independent review of the Quality Assurance system in LMETB with a view to making recommendations and changes as appropriate.</p>			
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Centre Director/Principal	Every three years	Review of completed Evaluation Checklist; Programme Evaluation Report and PIPs	
QAMT	Once every three years	Review of completed Evaluation Checklist; Programme Evaluation Reports and PIPs Analysis of Independent External Review	