

QUALITY IMPROVEMENT PLAN 2019

QIP No.	QIP Category	Key Tasks/Activities	Lead	Timeline	Measure/Benchmark <i>[how will you know it was achieved]</i>	Status	Update	Revised Timescale
1	FET Quality Assurance Governance and Management	LWETB will engage with the PMO and DES on the Organisational Design Phase II to establish a new organisational design appropriate to LWETB.	CE / All Directors	2017-2020	New organisational design	Delayed	Ongoing through OSD. No action required by QA	2022
2	FET Quality Assurance Governance and Management	LWETB will conduct a review of the LWETB organisational structure and reflect on evolving needs with a view to implementing a renewed LWETB organisational structure.	All Directors	2017-2022	New LWETB organisational structure	Delayed	Ongoing through OSD. No action required by QA	2022
3	FET Quality Assurance Governance and Management	LWETB will review the physical environment of schools and centres.	All Directors /	2017-2022	Annual maintenance plans / building upgrade plans	On Track	Work is ongoing on all LWETB buildings. Physical environments will be reviewed by the PGG on validation and revalidation of programmes in 2019/2020	2022
11	FET Quality Assurance Governance and Management	LWETB Appeals Committees to be identified for all FET centres (see QIP item 47)	All Directors	2017-2018	Appeals Committees for all FET centres.	Delayed	To be commenced and assigned to QGG in 2019. Processes for IV, EA and RAP to be developed in advance of the appeals process.	Q2 2019
12	FET Quality Assurance Governance and Management	LWETB will support and participate in interagency collaboration.	FET Director / FET Managers / FET Leaders	2017-2018	Active members of local committees	On track	LWETB has a high level of representation on many interagency groups and committees. However, this is currently undocumented and the scope of participation is not adequately represented. The scope of membership will be researched and documented	Documentation of membership assigned to Policies & Procedures Work plan Q3 2019
14	FET Quality Assurance Governance and Management	LWETB will establish working groups to review and evaluate various elements of the Quality Assurance system in operation presently e.g. the six Quality Assurance agreements in operation need to be consolidated into one in the context of the new QQI statutory QA guidelines.	All Directors / Managers	2017-2018	Quality Assurance Working Groups formed. Reports to QAIG who in turn reports to the QA SMT with findings / recommendations.	On track	Governance groups in place with structures agreed for the creation of working groups as required.	n/a

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18	FET Quality Assurance Governance and Management	LWETB will enhance links with relevant local and national bodies, agencies and stakeholders to enhance FET services.	Director FET / Director Schools	2017-2022	Links with Stakeholders and Agencies	On track	LWETB has a high level of representation on many interagency groups and committees. However, this is currently undocumented and the scope of participation is not adequately represented. The scope of membership will be researched and documented	Documentation of membership assigned to Policies & Procedures Work plan Q3 2019
19	FET Quality Assurance Governance and Management	LWETB will support collaborative management through forum representation, leaders meetings and events.	All Directors / Staff	2017-2022	Minutes of leader's meetings Forum representation Membership of Directors at National, Regional and Local Fora.	On track	LWETB has a high level of representation on many interagency groups and committees so this action is deemed complete. However, this is currently undocumented and the scope of participation is not adequately represented. The scope of membership will be researched and documented	Documentation of membership assigned to Policies & Procedures Work plan Q3 2019
20	FET Quality Assurance Governance and Management	LWETB will establish an FET Enterprise Engagement team to develop the relationship between schools/FET and enterprise/employers.	Director FET / Director Schools	2017-2018	Enterprise Engagement Team	On track	Ongoing. The team structure has been established and requires roll-out	n/a
21	FET Quality Assurance Governance and Management	LWETB will create cross functional and cross location teams to address current and anticipated needs of LWETB and in so doing identify areas of potential efficiencies.	All Directors	2018-2021	Cross functional groups to provide summary of actions taken by LWETB	On track	Ongoing. Examples include the collaboration of ICT and procurement, the new governance units, the FET management group. These will be incorporated on the Committee & Group Representation Document	Documentation of membership assigned to Policies & Procedures Work plan Q3 2019
23	FET Provision and Delivery	LWETB will work with the DOSD forum to develop appropriate Health and Safety policies and procedures.	All Directors	2017-2019	H&S Policies embedded in LWETB operations manual	Delayed	Ongoing at CE and Director level. No action required by QA. LWETB has engaged with the process but there are national factors which have led to the delay here.	To be reviewed in 2019

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24	FET Provision and Delivery	LWETB will review programmes in line with national and international best practice to evaluate performance, reviewing our objectives, structures, programmes and priorities in order to match best practice and to meet changing patterns of national policy and local need or demand.	FET Director / FET Managers / FET Leaders / QAIG	2017-2022	Programme Review reports	On track	This will be undertaken in line with revalidation of programmes in 2020 by the PGG.	n/a
25	FET Provision and Delivery	Review the use and implementation of a standard assessment template for non-centralised assessments.	QAIG	2017-2018	New Assessment template agreed	Not started	This was not identified as a priority area for LWETB. Assigned to the QGG to be addressed in late 2019/2020	Q3 2019
27	FET Provision and Delivery	LWETB will provide support and professional development for staff with leadership roles and/or posts of responsibility across the organisation through Professional Leadership Training.	All Directors	2017-2020	Professional Leadership Training	On track	Engaged with SOLAS rollout.	n/a
28	FET Provision and Delivery	To consolidate the promotion and recruitment for all FET programmes.	FET Director / FET Managers / FET Leaders	2017-2022	Consolidated resources for promotion and recruitment of all LWETB programmes	On track	To be included in learner admission policy. To be included in Public Information and Communication Policy	n/a
29	FET Provision and Delivery	Offer more workshops on career choices and promote services of the Adult Guidance Service to all learners.	FET Director / FET Managers / FET Leaders	2017-2019	Increased workshops and promotion of service	On track	Work is ongoing in this area.	n/a

QUALITY IMPROVEMENT PLAN 2019

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30	FET Provision and Delivery	The Access, Transfer and Progression policy to be expanded to all programmes by LWETB.	FET Director / FET Managers / FET Leaders / QAIG	2017-2020	Access Transfer and Progression Policy agreed and implemented	On track	To be addressed in 2019 when QGG addresses Access, Transfer and Progression Policy	n/a
31	FET Provision and Delivery	Expand the relationship with third level institutions and colleges to enhance formal progression routes for learners.	FET Director / FET Managers / FET Leaders	2017-2020	Formal progression routes with third level institutes.	On track	To be addressed in 2019 when QGG addresses Access, Transfer and Progression Policy	n/a

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32	FET Provision and Delivery	LWETB will implement the new QQI standard for FET.- DUPLICATE OF 22	Duplicate of 2.1	Duplicate of 2.1	Duplicate of 2.1	On track	Ongoing. Policies and Procedures Work plan in operation to track progress	n/a
33	FET Provision and Delivery	Design New Apprenticeship and Career Traineeship Programmes with a team working approach within LWETB and with other ETBs.	Director FET	2017-2022	New Apprenticeships and Career Traineeships offered.	On track	LWETB is not currently solely developing apprenticeship programmes. Opportunities to develop/deliver programmes will be explored when they arise. Proposals in place for new traineeship programmes for which sanction has been sought from SOLAS.	2022
34	FET Provision and Delivery	LWETB will work with SOLAS to strategically build capacity for work-based learning in the areas that include education and training needs identification with industry, curriculum design, integrated delivery of on and off-the-job training, quality assurance and enterprise engagement and mechanisms to underpin expansion with robust ongoing monitoring and evaluation.	FET Director / FET Managers / FET Leaders	2017-2020	New Apprenticeships and Career Traineeships offered.	On track	LWETB is not currently solely developing apprenticeship programmes. Opportunities to develop/deliver programmes will be explored when they arise. Proposals in place for new traineeship programmes for which sanction has been sought from SOLAS.	2022
35	FET Provision and Delivery	LWETB will develop one Quality Manual for all FET providers within its centres to include a Staff Handbook on roles and responsibilities etc. 09.05.2018 - Following QAIG meeting this point has been revised to "LWETB will provide Staff information on roles and responsibilities on SharePoint".	QAIG	2018-2019	LWETB Quality Manual 09.05.2018 - Following QAIG meeting this point has been revised to "Staff information available on SharePoint"	On track	General Staff meeting with Charlie Mitchell on 03.07.18 advised that this has been commenced as a project. Agreed by QOG on 21.11.18 that this is not the remit of QOG	2019

QUALITY IMPROVEMENT PLAN 2019

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36	FET Provision and Delivery	LWETB will work with other ETBs to review programmes as part of a sectoral approach to programme reviews.	FET Director / FET Managers / FET Leaders	2018-2022	Sectoral Programme Review reports	On track	This will be undertaken in line with revalidation of programmes in 2020 by the PGG.	n/a
37	FET Provision and Delivery	LWETB will develop a Teaching and Learning Policy and Guidelines for all LWETB Services.	Director Schools / School Leaders / FET Director / FET Managers / FET Leaders	2018-2019	LWETB Teaching and Learning Policy and Guidelines	On track	To be addressed in 2019 when QGG addresses a Teaching and Learning Policy	n/a
38	FET Provision and Delivery	To implement revised Assessment Procedures in line with the outcome of the sectoral review of the current National Assessment Procedures Handbook.	QAIG	2018-2019	National Assessment Procedures Handbook agreed	On track	The National Handbook will be implemented as required by the QGG	n/a
39	FET Provision and Delivery	LWETB will review the findings of the sectoral review on External Authentication and implement changes to the process as required.	QAIG	2018-2019	Implementation of revised EA Terms of Ref agreed Revised EA Report Revised EA Rates	On track	The review has not been finalised. ETBs may need to implement their own structures on EA	n/a
40	FET Provision and Delivery	LWETB will explore the possibility of applying a different approach to the RAP meetings depending on the level of the certification being approved.	FET Director / FET Managers / FET Leaders / QAIG	2018-2019	New Results Approval Process agreed New Terms of Reference / Minutes Template	On track	Currently being addressed by the QGG in 2019	n/a
41	FET Provision and Delivery	LWETB will develop an overall Communication Strategy to incorporate ICT, Public Relations.	All Directors	2018-2019	LWETB Communication Strategy	Delayed	Ongoing at CE and Director level. No action required by QA.	2019-2020
43	FET Provision and Delivery	LWETB will review staff skillset and develop staff CPD Plan (see item 26 and 42)	All Directors	2018-2022	CPD Plan for Staff	On track	Engaged with SOLAS rollout.	n/a

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44	Learner Experience	LWETB is focused on the creation of learner charters that best describe the standard of service learners can expect when engaging with LWETB.	Director Schools / School Leaders / FET Director / FET Managers / FET Leaders	2018-2020	LWETB Learners' Charter	On track	To be addressed by the QGG when developing Learner Information Policy 9.2	n/a
45	Learner Experience	A dedicated learner portal will be made available to learners which provides learners with information on all aspects of their learner experience with LWETB.	FET Director / FET Managers / FET Leaders / QAIG	2018-2019	Learner portal online	On track	Moodle has been discussed as a potential solution.	n/a
46	Learner Experience	Review and improve, where necessary, the implementation of the Induction process throughout all programmes in LWETB.	FET Director / FET Managers / FET Leaders / QAIG	2018-2019	Revised Induction process rolled out to all FET centres	On track	Quality Assurance Learner Assessment Reference Handbook has been developed with ETBI and this will form part of the revised learner induction process	n/a
47	Learner Experience	A standardised approach to appeals will be developed and implemented within LWETB (see item 11)	FET Director / FET Managers / FET Leaders	2018-2019	Revised Appeals Process rolled out to all FET centres	On track	To be commenced. Assigned to QGG	n/a
48	Learner Experience	A Customer Complaint policy will be explored within LWETB.	FET Director / FET Managers / FET Leaders / QAIG	2018-2019	Revised Customer Complaints Policy will be developed	On track	Ongoing at CE and Director level. Policy will be referenced by FET QA	n/a

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49	Learner Experience	LWETB is focused on the creation of learner and parent mechanisms that support learner and parent voice. LWETB will explore mechanisms to establish parent/learner feedback that inform and support delivery of quality education in schools/FET services. Duplicated in item 50.	Director Schools / School Leaders / FET Director / FET Managers / FET Leaders	2017-2022	LWETB Parent and Learner Mechanisms that support student and parent voice	On track	Options for learner feedback to be explored by QGG in 2019	n/a
50	Learner Experience	LWETB will expand its tools/surveys for learners and parents to provide/receive feedback on learner progress. Repeat of item 49.	All Directors / School Leaders / FET Managers / FET Leaders	2017-2021	Surveys and tools developed	On track	Options for learner feedback to be explored by QGG in 2019	n/a
51	Learner Experience	LWETB will develop a framework for ICT to enhance communication, information sharing and networking internally and externally.	CE / All Directors	2017-2020	LWETB ICT Strategy & Action Plan	On track	Ongoing at CE and Director level. No action required by QA.	n/a
52	Information and Data Management	LWETB will invest in ICT infrastructure across all of its centres.	FET Director / FET Managers / FET Leaders	2017-2022	LWETB rollout of ICT infrastructure	On track	Ongoing at CE and Director level. Linked to Learning Environments 5.4 and will be incorporated into programme reviews in 2019/2020. No action currently required by QA.	n/a
54	Information and Data Management	LWETB will input data using appropriate systems which provide statistics on FET learner outcomes for LWETB, SOLAS and DES purposes.	FET Director / FET Managers / FET Leaders	2017-2022	Verified set of statistics on learner outcomes	On track	LWETB is engaged with relevant bodies on this.	n/a

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55	Information and Data Management	LWETB will develop an ICT Strategy with particular focus on the use of ICT in learning as part of an LWETB ICT Strategy and Action Plan.	Director Schools / School Leaders / FET Director / FET Managers / FET Leaders	2018-2021	LWETB ICT Strategy & Action Plan	On track	Ongoing with OSD.	n/a
56	Information and Data Management	LWETB will consider the rollout of Sharepoint and Moodle as ICT enhancements in teaching and learning across all FET programmes.	CE / All Directors	2017-2020	Rollout of ICT applications in all centres	On track	To be included in draft policy preparation in Teaching and Learning Policy by the QGG in 2019/2020	n/a
57	Learner Experience	LWETB Equality and Diversity Working Group to be considered.	All Directors	2019-2020	Equality and Diversity Working Group established	On track	To be included in draft policy preparation in Teaching and Learning Policy by the QGG in 2019/2020	Q4 2019
58	Learner Experience	An Organisational Equality Policy to be created at a National level.	All Directors	2019-2020	Equality Policy established	Not started	Responsibility of OSD.	Q4 2019
59	FET Provision and Delivery	Review the Course Proposal Forms in light of revised QA guidelines (eg inclusion of staff development requirements) and review implementation of a standard Course Proposal Form across all centres across programmes leading to all other awarding bodies apart from QQI awards.	QAIG	2019-2020	New Course Proposal Form template agreed	Delayed	This will be undertaken by the PGG in 2020	2020
60	Information and Data Management	A strengthened communication structure could address potential gaps in reporting trends up the line and across the ETB sector.	FET Director / FET Managers / FET Leaders	2019-2020	New communication channels open reporting to QAIG / QASMT	Complete	Complete. This refers to the Governance Structures which have now been implemented and will be included in the Governance Policy	n/a
61	FET Provision and Delivery	Explore the implementation of Internal Verification on the Conduct of the Assessment Process in Further Education programmes.	QAIG	2019-2020	Conduct Internal Verification agreed	On track	This will be considered by the QGG in 2019/2020 when developing Policy 6 on Assessment	Q3 2019

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62	FET Provision and Delivery	Explore the implementation of Cross Moderation across all Further Education programmes.	FET Director / FET Managers / FET Leaders	2019-2020	Implementation of Peer Review agreed	On track	This will be considered by the QGG in 2019/2020 when developing Policy 6 on Assessment	Q3 2019
63	FET Quality Assurance Governance and Management	LWETB will identify strategies to address the risks of failing to implement continuity planning.	All Directors	2019-2020	Continuity Planning provisions in HR Strategy	Delayed	Responsibility of OSD. Will impact courses and can be factored into the programme validation process.	2020
64	FET Provision and Delivery	A Recognition of Prior Learning policy to be piloted.	FET Director / FET Managers / FET Leaders	2019-2022	Recognition of Prior Learning Policy agreed and implemented	On track	Policy to be developed by the QGG in 2019/2020 when developing 3.2	Q4 2019