

# FETAC Monitoring Report

Date of Completion

22<sup>nd</sup> December 2008

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# Monitoring Report

1. DETAILS OF THE PROVIDER					
<b>Name of Provider</b>		<b>Community Training &amp; Education Centre</b>			
<b>Address</b>		Francis Street Wexford			
<b>Email Address</b>		<a href="mailto:ctec@eircom.net">ctec@eircom.net</a>			
<b>Contact</b>	Patricia Howlin Rachel Tucker	<b>Telephone</b>	053 9121036	<b>Fax</b>	053 9123880
<b>Type of Provider</b>		<p>Community Training &amp; Development Centre (CTEC) is a non commercial organisation, which provides training opportunities for learners from diverse backgrounds, many being referred by FAS, HSE, BTEI (VEC) and DSFA. FETAC Programmes are mainly at Levels 5 with the occasional programme at Levels 3 and 4.</p> <p>CTEC commenced training in the community sector in 1995, as part of the local youth service. It became a voluntary training organisation, with a Board of Management, in January 2003. It is registered with FETAC since 2006 and is also registered with FAS, ECDL, Microsoft, JEB and City &amp; Guilds. In July 2008, CTEC registered as a centre also approved to offer specific FETAC awards on the basis of recognition of prior learning (RPL). CTEC is not subject to Section 43 of the Qualification Act 1999, as it does not offer programmes of three months duration or more.</p>			
<b>Forms of Programme Delivery</b>		CTEC Training Rooms Hotels, Conference Centres, etc. mainly in the South East.			

## 2. EDUCATION and TRAINING CENTRES

(FETAC clarify whether all or just FETAC registered)

Location	Number of Trainers	Number of Learners	FETAC Programmes Offered
Whitford House Hotel Wexford	13 (regular but part-time)	300 annual (240 FETAC)	<i>DCHSC</i> Childcare <i>BBSXX</i> Bus Studies <i>DHSXX</i> Health Care Support <i>B20032</i> Wordprocessing <i>B10135</i> T Skills <i>BF0133</i> Computer Literacy

## 3. MONITORING VISIT PLAN

Visit Start Date	9 <sup>th</sup> December 2008	
Visit end date (if other)		
Type of Visit Undertaken	Initial	
Procedures Monitored	B1: ✓ B2: ✓ B3: ✓ B4: ✓ B5: ✓	B6: ✓ B7: ✓ B8: ✓ B9: ✓
Monitor's Name	FM01	

## 4. SELECTED SAMPLE

### Notes re Sample:

Monitoring concentrated on a review of CTEC's QA documentation; policies, procedures and evidence (B1 to B9). In particular, a review was undertaken of procedures and evidence around the new assessment requirements for B6; Internal Verification, External Authentication, Results Approval, etc., and B10; RPL.

A review of QA documentation, available in FETAC, was undertaken prior to the visit.

- Application Documentation
- Self Evaluation Report.

The most recent certification date was May '08, for which an External Examiner's report was not received by the Centre.

### Notes re Sample:

On the basis of:

- Recent Certification May '08
- Recent Self-evaluation
- QA Documentation & Evidence
- RPL processes.

	Meetings Held		
	Staff (incl. Management)	Learners	
Centres Visited			Programmes Sampled
Whitford House Hotel Wexford	<i>Management</i> CTEC Manager CTEC Training Manager  <i>Trainers</i> Trainers x 3	Learners x 3	Childcare May '08

## 5. EVIDENCE REVIEWED

### Review Of Records

FETAC QA Manual.  
Course Promotional Literature.  
Student Attendance Records.  
Student Certification Records.  
Student Evaluation Forms.  
Tutor Evaluation Forms.  
Student Handbook.  
Tutor/Staff Handbook.  
Assignment Brief.  
Self Evaluation Documentation.  
Learner Evidence – Childcare; May '08.

### Observation of Facilities and Resources

CTEC is currently waiting a move into new premises in Wexford Town having vacated its old premises in Francis Street. In the interim, training is offered in temporary accommodation at the Whitford House Hotel on the edge of town. Facilities observed included:

1 x IT Training Room

- 18 workstations
- Networked (client accounts, etc.)
- Internet Access
- Modern furniture etc.
- Whiteboard
- Data projector

1 x general purpose training room (not viewed during visit).

### Other Evidence Noted

The new CTEC premises will be on the second floor serviced by a lift and will have the following accommodation:

- 2 x IT training rooms.
- 1 x general purpose training room (accommodation for 30).
- Large reception area with seating and information points.
- Canteen (accommodation for 20).
- Administration office.
- Learner resource area including online library – Questia.com.

## 6. Summative Assessment of the Provider's QA System

Evaluation Criterion	Evaluation	
	Good Practice	Area for Improvement
<p><b>6.1 Effective <u>Implementation</u> of Quality Assurance Procedures</b></p> <ul style="list-style-type: none"> <li>Is the provider implementing the quality assurance procedures as agreed (including consistently implementing the procedures in the centres of a multi-centre provider)?</li> </ul>	✓	
<p><b>6.2 Effective <u>Monitoring</u> of Quality Assurance Procedures, and evaluation of effectiveness of the procedures</b></p> <ul style="list-style-type: none"> <li>Does the provider systematically monitor its progress towards achieving an appropriate range of quality goals and in particular further improving and maintaining the quality of its education and training provision?</li> <li>Is corrective action taken to remedy deficiencies identified by implementation of the quality assurance procedures?</li> <li>Is the effectiveness of the quality assurance procedures evaluated?</li> </ul>	✓  ✓  ✓	
<p><b>6.3. Effectiveness of Quality Assurance Procedures</b></p> <ul style="list-style-type: none"> <li>Are the quality assurance procedures as implemented effective in maintaining and improving the quality of programme design and delivery?</li> </ul>	✓	

## 7. Good Practice Identified

Policy Area	Good Practice
	Summary Statement(s) of Key Elements of Good Practice Identified in this Policy Area
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Learner handbook issued at induction.</li> <li>• Regular feedback to learners, including feedback on drafts on assignments/projects.</li> <li>• Bi annual FETAC QA staff meeting with staff; verification of attendance, agenda and minutes.</li> <li>• Programme promotional material.</li> <li>• Website; user friendly and easy to navigate.</li> <li>• Extensive networks established; Wexford Chamber of Commerce, Wexford County Trainers Network, Wexford Childcare Committee, etc.</li> <li>• Plans in place to introduce a Staff Zone on website and staff/student VLE (Moodle).</li> <li>• Confirmation by learners interviewed of comprehensive communication of relevant information during programme/assessment, and an open and supportive learning environment.</li> </ul>
<p><b>Equality</b></p>	<ul style="list-style-type: none"> <li>• Equality Statement documented.</li> <li>• Management committed to Equality staff training early '09.</li> <li>• Formal process in place for learner requests for reasonable accommodation/accommodation of diversity; one to one support as required.</li> <li>• Learning supports are provided on a case by case basis, tape, scribe, reader, tutorial, etc.</li> </ul>
<p><b>Staff Recruitment and Development</b></p>	<ul style="list-style-type: none"> <li>• System of staff recruitment in place.</li> <li>• Full set of CVs available.</li> <li>• Staff Induction process in place, including the issue of a Staff Handbook.</li> <li>• Contracts of employment, including Terms and Conditions issued to all staff (not available for viewing during visit).</li> <li>• Both professional and personal development of staff encouraged and supported.</li> <li>• All staff encouraged to participate in any CTEC programme offered; especially IT (ECDL).</li> <li>• Annual staff development budget.</li> </ul>

<p><b>Access, Transfer and Progression</b></p>	<ul style="list-style-type: none"> <li>• CTEC Course brochures and website comprehensively outlines course details.</li> <li>• A well documented course booking system in place including the opportunity to have training needs analysis on request. Online application system in place.</li> <li>• A comprehensive student handbook is issued, including details on NFQ, progression routes, protection for learners, recognition of prior learning, equality, etc.</li> </ul>
<p><b>Programme Development, Delivery and Review</b></p>	<ul style="list-style-type: none"> <li>• Significant evidence of programme planning retained in a Programme Resource File; module descriptor, assessment schedule, teaching resources, briefs, marking schemes, etc. verified by manager/training manager.</li> <li>• Regular update of programme resources to reflect current practice, legislation, regulations, etc.</li> <li>• All programmes formally evaluated by both learners/ staff.</li> <li>• Summary of student evaluations provided to staff.</li> <li>• Ongoing informal feedback to managements by both students and staff.</li> <li>• Health &amp; Safety statement and Evacuation Plan documented and records of Fire Drills retained.</li> <li>• Management committed to First Aid training of staff; early '09.</li> <li>• Copies of External Examiners reports issued to staff.</li> <li>• Confirmation by staff of comprehensive resources available for programme delivery and an open and supportive working environment.</li> </ul>
<p><b>Fair and Consistent Assessment of Learners</b></p>	<ul style="list-style-type: none"> <li>• Timely issue of assessment schedules.</li> <li>• Formal process to assure integrity of assessment verified by management; assessment of SLOs, etc.</li> <li>• New assessments prepared for each programme delivered.</li> <li>• Learner verification of authorship.</li> <li>• Invigilators independent of programme delivery.</li> <li>• Policy of providing feedback on 1<sup>st</sup> drafts to learners. This was acknowledged as a significant strength by learners interviewed.</li> <li>• Facilitation of 'on the job' assessment for relevant assessors; supervisors, clinical assessors, etc.</li> <li>• Process of cross moderation of assessment in place (unverified).</li> <li>• CTEC is approved to offer FETAC awards through RPL and is currently planning, with the local Chamber of Commerce, to process the FETAC Retail Studies award through RPL in '09.</li> </ul>

<p><b>Protection for Learners</b></p>	<ul style="list-style-type: none"> <li>• Protection for Learners statement documented.</li> </ul>
<p><b>Sub-contracting/Procuring Programme Delivery</b></p>	<ul style="list-style-type: none"> <li>• CTEC does not subcontract or procure programme delivery from external sources.</li> </ul>
<p><b>Self Evaluation of Programmes and Services</b></p>	<ul style="list-style-type: none"> <li>• CTEC committed to Self Evaluation of programmes and Services.</li> <li>• Comprehensive Self Evaluation completed on Health Care Support, with evidence of significant input from learners and ‘follow through’ on recommendations.</li> </ul>
<p><b>Summary of Good Practice</b></p>	<ul style="list-style-type: none"> <li>• Management at CTEC is committed to delivering a quality product to its diverse client base and to ensuring quality delivery and fair and consistent assessment of its learners.</li> <li>• There is a very high level of awareness, by both management and staff of FETAC QA requirements and significant evidence of good practice in QA implementation as noted above.</li> <li>• The review of programmes and services is evidently part of the culture at CTEC. The open and supportive learning environment, as verified by both students and staff, is commended.</li> <li>• It was clear that a thorough approach was taken to the Self Evaluation undertaken in March 2008.</li> <li>• A quality driven learning experience at CTEC was endorsed by each of the past learners interviewed.</li> </ul>

<b>8. Areas for Improvement Identified</b>		
<b>Recommendations to Provider</b>	<b>The provider must:</b>	<b>By this date</b>
<b>8.1 Essential Recommendations</b>	<ul style="list-style-type: none"> <li>• Amend the FETAC QA manual to reflect all good practice at CTEC.</li> <li>• Comprehensively document all new requirements in the B6 Policy area; checklists, role specifications, sampling plans, etc.</li> <li>• Provide the monitor with a progress report on the above' by email.</li> </ul>	<b>6<sup>th</sup> February</b>
<b>8.2 Developmental Recommendations</b>	<p><b>The provider should consider</b></p> <ul style="list-style-type: none"> <li>• Centrally locating, as evidence of good practice, all verifications by students and staff from induction to certification; submission lists, induction checklist, learner attendance, cross moderation, etc.</li> <li>• Making greater use of correspondence, handbooks, brochures and the website, as appropriate, to inform all stakeholders of entry requirements, aims and objectives, assessment/certification, progression routes, repeats, appeals, authorship, etc and CTEC's documented position on equality, diversity, reasonable accommodation, assessment malpractice, plagiarism, RPL, protection for learners, etc.</li> </ul>	

<b>9. FETAC Monitoring – Conclusions and Outcomes</b>	
<b>Centre</b>	<b>Community Training &amp; Education Centre</b> Francis Street Wexford
<b>Provider Registration No.</b>	405340
<b>Date of Monitoring Visit</b>	9 <sup>th</sup> December 2007
<b>Type of Monitoring Visit</b>	First
<b>Monitoring Conclusions</b>	Findings in this monitoring report indicate that the quality assurance procedures of CTEC are effective in maintaining and improving the quality of programmes and services. There are some updates which can be made to the QA system as recommended in Section 8 above.
<b>Monitoring Outcomes</b>	<ul style="list-style-type: none"> <li>• Management and staff at CTEC are commended on good quality practices</li> <li>• Provider recommended to continue implementation of QA as agreed.</li> <li>• Provider to complete Self-Evaluation in one year to report on developments with particular attention to the recommendations made in Monitoring Report.</li> <li>• Monitoring recommended in 2 years.</li> </ul>
<b>Monitor</b>	FM01
<b>Date</b>	22 <sup>nd</sup> December 2008

## **10. Provider Feedback**

In this section the Provider, having participated in the Monitoring process, is invited to provide Feedback following the completion of the Draft Monitoring Report by FETAC Monitor.

### **Feedback and Comments**

To the Monitor

I would like to thank you for your Draft Monitoring report following your visit to our centre. We are pleased with your identification of so many areas of good practice within our centre. We are currently working on the essential recommendations which you highlighted in relation to the new assessment process and will email copies of our Internal Verifier and External Authenticators process and reports in due course. As discussed with you could we revise your date for submission of these forms from 23rd Jan to 6th Feb as by then we will have gone through the assessment process which concludes 31st Jan.'09

Kind regards

Patricia Howlin