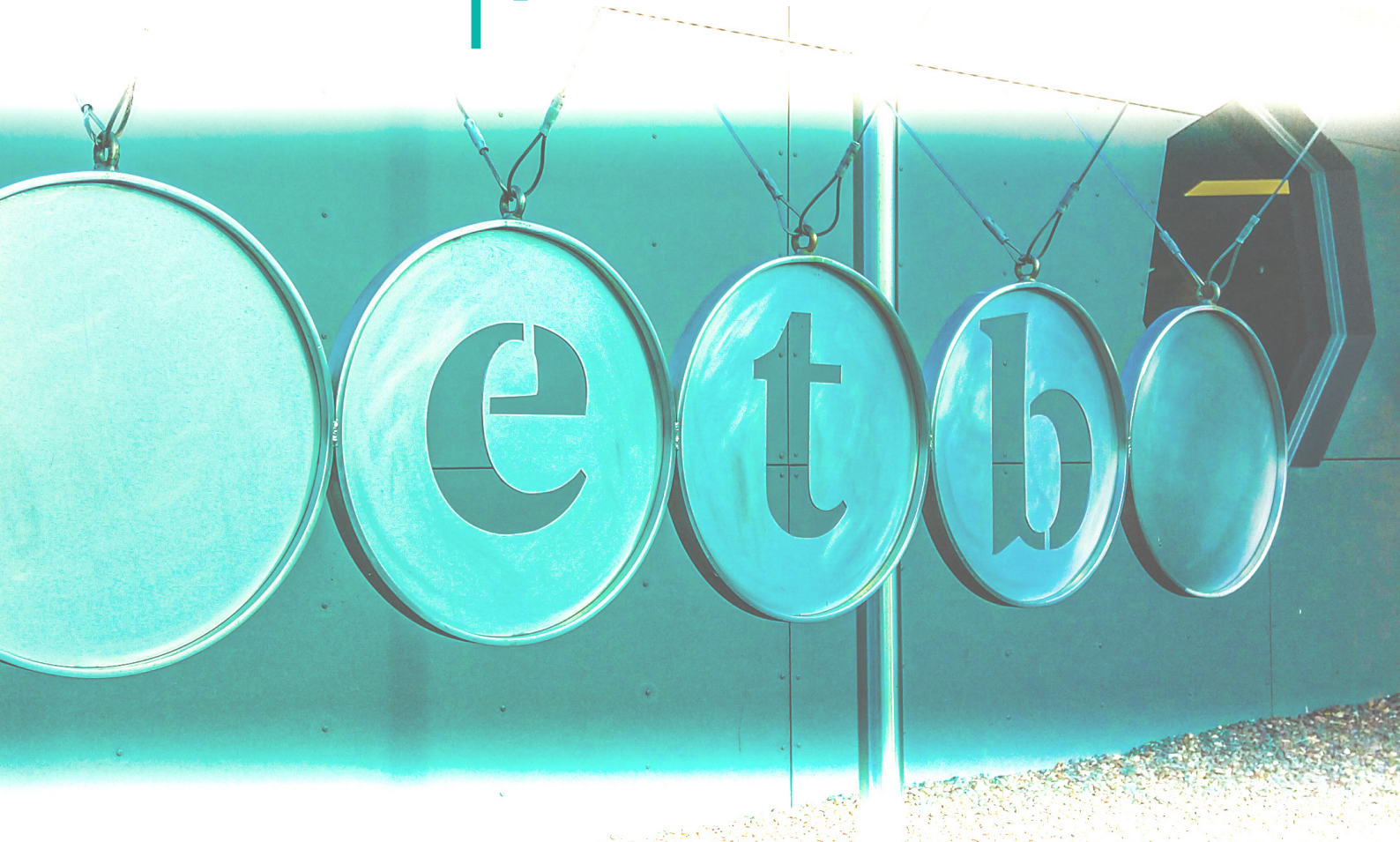




etb

Bord Oideachais agus
Oiliúna Dhún na nGall
*Donegal Education and
Training Board*



November 2020

FURTHER EDUCATION & TRAINING
Provider Profile

1. Introduction

This profile was developed to provide initial information to the Review Team who will be conducting the inaugural review of quality assurance within Donegal ETB's Further Education & Training (FET) Service in 2021. It includes some brief contextual information on County Donegal, and on the historical context and establishment of the ETB—its mission, values, strategic focus and key performance indicators; its governance and management structures; its approach to quality assurance; and county, provision, learner, staffing and partnership profiles.

The compilation of this Self-Evaluation Report is a process by which Donegal Education and Training Board's FET Service can give a comprehensive overview of the range and depth of provision across the county. In undertaking this exercise, Donegal Education and Training Board's FET Service is offered a unique opportunity to capture, at a specific time, its progress as a relatively new entity in terms of the predecessor organisations. This opportunity will be used to expand on areas of good practice and focus on improvements and enhancements to provision and the quality assurance policies, structures and processes that underpin this. Ultimately the production of the report will lead to improvements in the quality of learning opportunities for all students within the ETB's FET Service and foster a culture of continuous support and improvement.

2. Donegal ETB Provider Profile

Demographics of the County

The key features of County Donegal include its peripherality, size, rugged landscape, dispersed settlement structure, island life and extensive Gaeltacht area. It is the fourth largest county within the island of Ireland and shares 93% of its border with Northern Ireland, 73% of its population lives in rural areas as opposed to 37% nationally. In 2016, a Deprivation Index¹ by Haase and Pratschke found Donegal to be one of the most deprived counties in Ireland, and that year's census showed that Donegal was the county with the fourth highest age dependency ratio in the state, at 60.5% (the age dependency ratio for the state as a whole in 2016 was 52.7%). Unemployment rates are consistently much higher than the state average.

The population of County Donegal in the April 2016 Census was 159,192 (Male: 79,022; Female 80,170), a decline of 1.6% since the 2011 Census, notable in so far as it contrasts with overall population expansion at national level. The population is spatially scattered. This presents a significant challenge for public service delivery, and a relatively poor public transport infrastructure exacerbates this challenge further. The average age of people in the county is 38.5 years, up on the national average of 37.4 years. Donegal has 56,738 Irish speakers; however, only 7,931 of those speak Irish daily outside of the education system.

Almost twenty-two percent of people aged 15 years and over in Donegal have not been educated beyond primary level (Census 2016). Donegal, with Laois, has the lowest admission rate to third-level education (41% compared to national average of 51%). Despite its proximity to Northern Ireland, further education and training in Donegal attracts a negligible number of students from across the border. In 2019, Donegal ETB'S FET Service engaged with 11,462 learners; 32% of FET students registered were male, and 68% were female.

¹ <https://www.pobal.ie/app/uploads/2018/06/The-2016-Pobal-HP-Deprivation-Index-Introduction-07.pdf>

Context

On 1st July 2013, Donegal Vocational Educational Committee (VEC) was dissolved and replaced by Donegal Education and Training Board. The ETB was established under and is governed according to [The Education and Training Boards Act \(2013\)](#). Donegal Education and Training Board is a statutory body with corporate status. [The Further Education and Training Act \(2013\)](#) dissolved the former Foras Áiseanna Saothair (FÁS) training centres and established An tSeirbhís Oideachais Leanúnaigh agus Scileanna (SOLAS) as a new statutory body. Former FÁS provision transferred to Education and Training Board governance later the following year. Together, these Acts represent the most significant overhaul of the Irish educational infrastructure for many decades. Donegal Education and Training Board is consequently an amalgamated entity, formed as a result of the merger of two organisations, Donegal VEC and FÁS, which had different remits, cultures, and policies and procedures for quality assuring their provision. Work is ongoing at national level to develop appropriate organisational and staffing structures to meet the needs of the new entities and lack of progress in this regard continues to be a challenge at local level.

Donegal Education and Training Board is a QQI legacy provider, currently operating under two Quality Assurance agreements with QQI, as [published](#) on the QQI website. Its Further Education and Training (FET) Service is still in a transition phase, seeking to adopt the best practice from both former organisations to ensure that students are offered an accessible, high-quality, enhancement-focused experience which meets all statutory and reporting requirements.

Donegal ETB's Further Education and Training Provision

Donegal Education and Training Board is the largest Further Education and Training provider in the county. It offers a comprehensive and diverse range of provision that meets the complex needs of students and the socio-economic development demands of the county. Through a range of courses from part-time learning through to full-time courses, students are supported to progress across our provision and on to further and higher education, training and employment options.

The service has many programmes, each with its own distinct identity and target cohort. Programmes are based in 17 Further Education and Training centres (**Figure 1**), geographically spread across the county. Some centres have cross-programme provision delivered in one centre while others are stand-alone Youthreach centres, for example. The range of opportunities has grown based on local demand, developing government policy and the availability of space. There are two Training Centres that cater for the delivery of the statutory Apprenticeship programme and other employment and progression focused provision.

The dispersed nature of the Community Education programme, part-time and contracted training provision allow for an established presence in multiple community settings on an outreach/partnership basis, in addition to the recognised ETB FET centres. This outreach aspect of our service is central to our ethos and practice of serving our geographically and economically vulnerable community in a meaningful way, and Donegal ETB FET Service provision in some format can be found in all communities in the county.

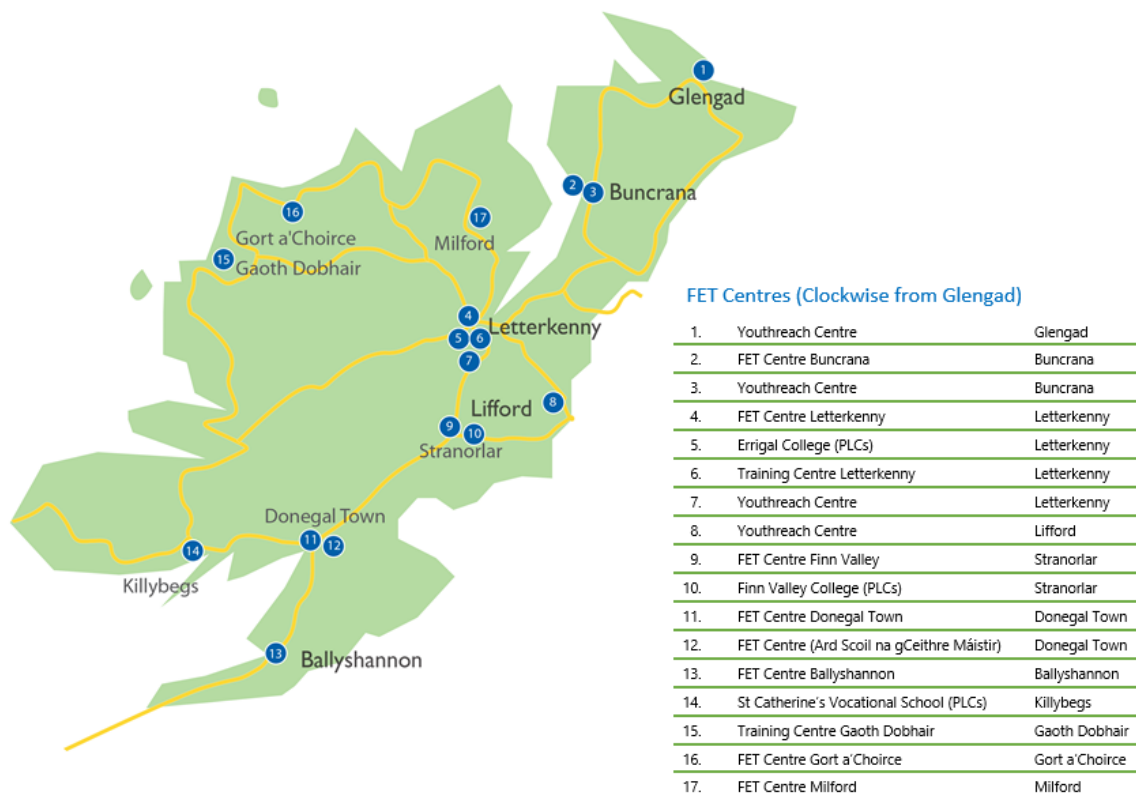


Figure 1

The FET Service offers [thirteen programmes of Further Education and Training \(Appendix 1\)](#), each with their own specific, often overlapping, nationally-directed/historical criteria for engagement with students and wider stakeholders. Provision is designed to target population hubs in the county through a network of centres and those in most isolated communities through versatile and robust social inclusion/ outreach approaches. Of particular interest are those members of the community in need of basic education including early school leavers; or those needing to upskill or reskill for the labour market. Provision attracts school completers seeking to develop a vocational profile before moving into employment, people with disabilities, members of the Travelling community and others looking to enter the labour market. Certification is offered through programmes ranging from levels 1 to 6 on the National Framework of Qualifications (NFQ) as well as a wide range of vendor and industry-certified programmes and awards. Non-accredited options are also available as required. Most teaching is classroom based, however, certain courses will involve practical ‘hands-on’ and work-based learning opportunities particularly in the Traineeship programme.

More than **437** teachers, tutors and instructors deliver this provision. Many of the programmes are open to students aged 16 and above and our FET Service also delivers the Phase 2 element for SOLAS coordinated statutory Apprenticeships within our two Training Centres.

In 2019, **11,462** Donegal Education and Training Board FET students participated in FET provision and of these **4,291** achieved QQI awards. These ranged from levels 1-6 on the National Framework of Qualifications, including fields of learning such as Business, Administration & Law, Health & Welfare, Engineering, Arts & Humanities and Services. In addition to delivering courses leading to QQI awards, the FET Service offers courses leading to certification from other awarding bodies, such as City & Guilds, International Therapy Examination Council (ITEC), Vocational Training Charitable

Trust (VTCT), and Irish Computer Society (ICS) Skills amongst others. Almost half of the 11,462 students in 2019 were from the Community Education programme, demonstrating the commitment of the ETB to reaching as widely as possible into the community it serves.



3. Mission, values, strategic focus and key performance

At its formation, Donegal Education and Training Board created vision and mission statements to underpin the work of the organisation with students, staff and community.

Our vision is *'Excellence in the delivery of a quality, learner-centred education and training service.'*

Our mission statement is *'To promote, provide and support accessible and inclusive education and training, which enables young people and adults to empower themselves to reach their full potential in a safe and caring environment'.*

Donegal ETB has identified core values which underpin the work of the ETB and relate to the work of the organisation with students, staff and community.

Donegal ETB shall:

Students

- Embrace a holistic approach to learning
- Facilitate students in realising their full potential through the provision of a comprehensive range of education and training services
- Respect each student
- Ensure equality of access and outcome for all students and potential students

Staff

- Value staff as the primary resource of the organisation and encourage positive working environments
- Embrace initiatives and innovations in the interests of delivering a quality education and training service which has the student at its core
- Support the provision of quality continuous professional development
- Work well with partners in an integrated way
- Promote the health, safety and wellbeing of staff

Community

- Foster, develop and maintain positive relationships and partnerships with parents, organisations, agencies and communities
- Ensure all decision-making processes are transparent

In 2017 Donegal ETB senior management undertook two major projects, one in review and the other in planning. The [Executive Self-Evaluation Report](#) was compiled in accordance with the [QQI Statutory Core Quality Assurance](#) and [Sector Specific Quality Assurance guidelines for Education and Training Boards](#). The ESER described the positive initiatives that had taken place since the formation of the ETB to improve the Quality Assurance (QA) policies and procedures. It also allowed for an examination of areas for improvement and enhancement. It was noted that the ESER had helped refocus FET management and staff in their attempts to achieve 'Excellence in the delivery of a quality learner centred education and training service'.

Also in 2017, in accordance with our obligations under [The Education and Training Boards Act \(2013\)](#), and to support the realisation of the vision and mission statements, Donegal ETB devised the [Strategy Statement 2017-2021 'Lean ar Aghaidh'](#). The strategy focuses on the key themes to be prioritised and sets out a plan to implement these objectives over the five years. The ETB has published its five-year Strategy Statement and also publishes an Annual Service Plan and an [Annual Report](#) to assess progress and record the challenges and successes in delivering the stated objectives. Three overlapping pillars were identified in the Strategy: Teaching and Learning; A Progressive, Accountable Organisation; and Working with Partners.

In 2018, the ETB'S FET Service entered into a 3 year [Donegal Education and Training Board Strategic Performance Agreement 2018-2020](#) (SPA) with SOLAS. The SPA blends and expands upon the findings of the ESER and themes of the Strategy Statement. It articulates the context, strategic priorities and Donegal ETB contribution to the achievement of critical national further education and training (FET) sector targets over three years. The SPA is a product of extensive dialogue, consultation and engagement with SOLAS and with both internal staff and students and external stakeholders.

Quality Assurance (QA) is a central area of focus in the SPA and is viewed as a framework for benchmarking current practice in FET, identifying areas for improvement and driving future best practice. Specific areas for attention included: implementation of the Quality Improvement Plan (QIP) and QA governance structure; programmatic review of NFQ level 5 courses based on feedback from staff, students and employers; and investigation of available data and introduction of new measures to combat attrition and support student retention.

In February 2020, the SOLAS – Donegal ETB Strategic Dialogue interim review meeting took place.

SOLAS and the ETB found the engagement helpful as it offered an opportunity to discuss progress made to date and highlight areas of interest and concern.

In writing to Anne McHugh, Chief Executive of Donegal ETB, the SOLAS review panel remarked, 'Once again, we were particularly struck by the passion and commitment across the team, and the ability to articulate the value which FET activity brings for learners, communities and enterprises across Donegal'.

Our progress on meeting SPA targets, the creative approaches to social inclusion and the innovative development of our Traineeship programmes were praised. It was also noted that there were a

number of particular challenges in Donegal, including lack of infrastructure, lower levels of school completion and scarcity of employment opportunities. However, the team described the actions taken by the ETB'S FET Service to overcome these challenges as 'impressive'.

4. FET Quality Assurance Governance and Management Structures

Donegal ETB's FET Management Structure

Donegal ETB's FET Service uses an executive management structure. Strategic direction is provided by the FET Senior Management Team and the Director of FET. The Director of FET reports to the Chief Executive, who reports to the Board of Donegal ETB on matters relating to developments and progress within the FET Service.

Each of the five FET senior managers has responsibility for individual programmes and services within FET, as well as specific responsibility for particular overarching areas within the FET Service e.g. Quality Assurance. The group meets with the Director and Chief Executive on a monthly basis and individual and smaller group meetings are held as required.

A middle management group of FET Coordinators represent all the full-time and part-time FET programme types and the ETB's FET centres. This group meets monthly, providing an additional layer of integrated reporting and information-sharing within the FET Service's management approach. All FET programmes and services' staff also have regular team meetings with their respective line managers.

The diagram shown in **Figure 2** represents the management accountability and reporting structure within the ETB's Further Education and Training service.

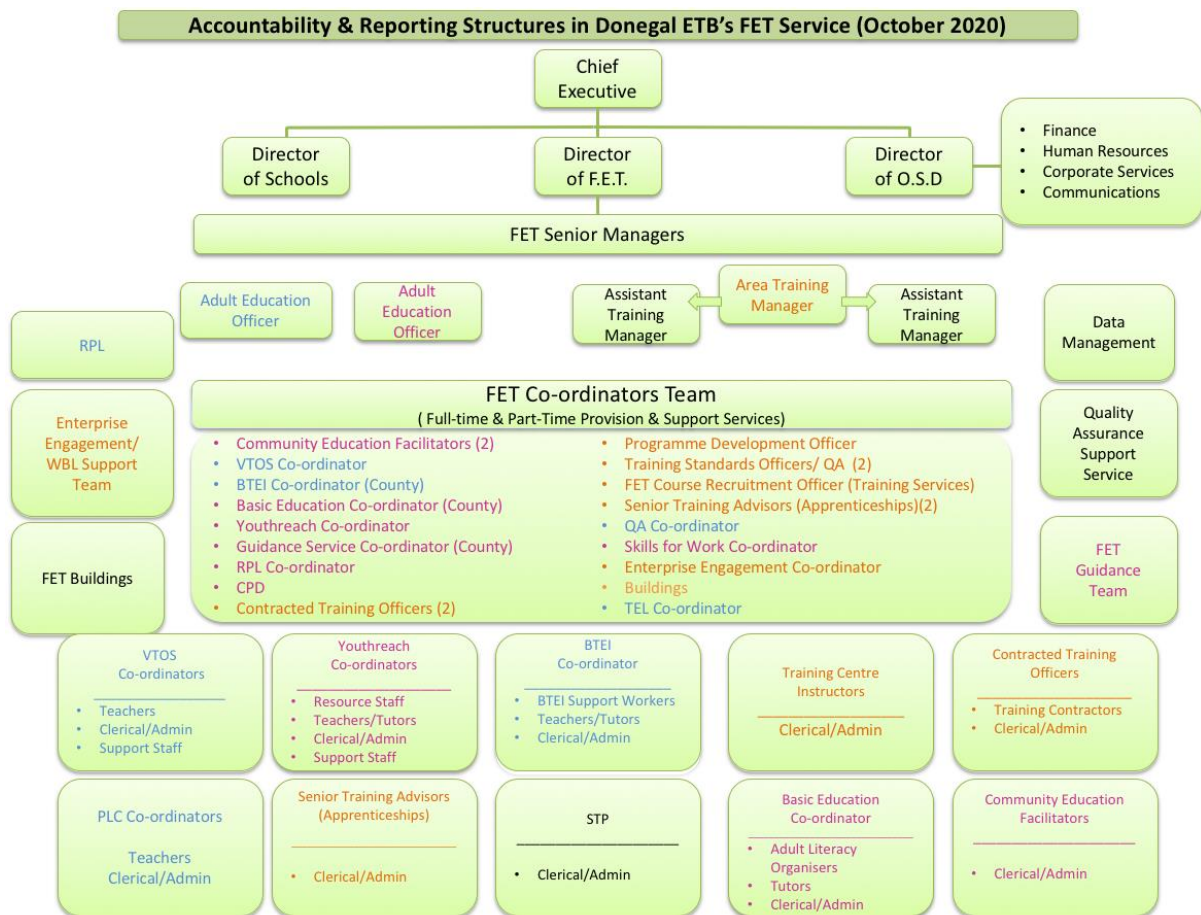


Figure 2

Quality Assurance Governance Structure

As required by the QQI Core Statutory Quality Assurance guidelines, the ETB's FET Service has developed a Quality Assurance Governance structure which allows for oversight of quality assurance activities and the objective separation of those who are developing quality assurance policies, procedures and resources from those who recommend and approve them. The groups are as follows:

- Quality Council
- Programme Sub Committee
- Quality Sub Committee
- Certification Approval Board.

To support the QA governance groups and the objective separation required, the Quality Assurance Support Service (QASS) was formed to develop new Quality Assurance policies and procedures, review existing ones and develop the overall quality assurance system for the ETB's FET Service. The Quality Assurance Coordinator within the QASS also reports to the FET Senior Management Team (SMT) on a monthly basis, with the FET SMT providing direction on the development of the ETB's Quality Assurance system. The Quality Assurance governance structure is outlined in **Figure 3** below. This is a deliberative structure with continuous feedback between each of the levels.

FET QA Governance – Donegal ETB

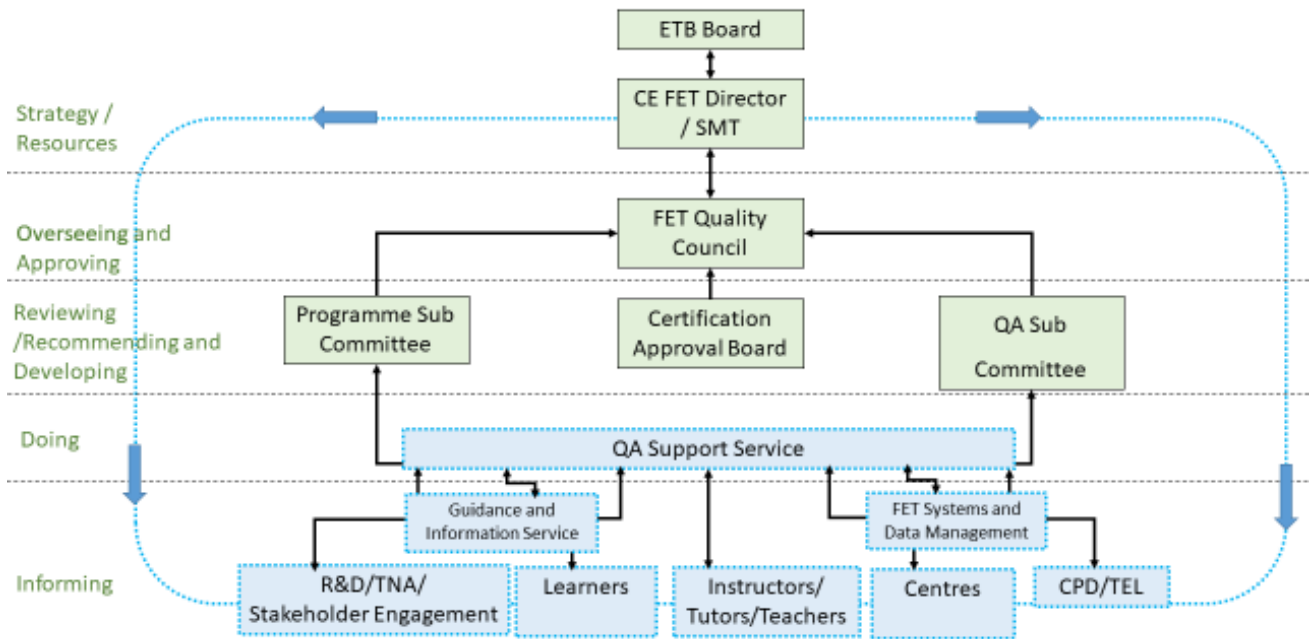


Figure 3

Membership of each of the FET QA Governance groups and their associated terms of reference is accessible through the following [link](#) and also as outlined in **Appendix 2**.

5. Approach to Quality

Donegal Education and Training Board's FET Service approaches Quality Assurance as a process to support continuous improvement and is influenced by the ETB's strategic objectives, national standards and guidelines. FET Service representatives also actively participate in national groups such as Education and Training Boards Ireland (ETBI), the Quality Strategy group and the ETBI Quality Network to ensure we are abreast of all national QA developments, our experiences are fed back at a national level and we engage in the shaping of Further Education and Training in collaboration with other ETB's.

Quality Assurance provides a framework through a range of policies, procedures and processes that directs, informs and monitors provision across the FET Service. We believe that quality enhancement and assurance is a responsibility shared across the service. The individual and collective professionalism and creativity of staff enhances provision through the FET Service's attention to the students' experience as learners, the development of staff disciplines and their engagement with their practice.

Quality Assurance is at the core of guiding and facilitating the delivery of the Vision and Mission statements communicated by Donegal Education and Training Board. In line with the ETB's Vision, Mission and Strategy statements, and to continuously improve the quality of the student experience, the ETB's FET Service is in the process of integrating the two current Quality Assurance systems. This will facilitate the gradual transition to a single system, drawing on best practice from both to reflect the unified and integrated nature of the FET Service.

The ETB's FET Service, through its developing Quality Assurance Policies, will establish a coherent framework for enhancing the quality of FET provision. The purpose of the policy is for the ETB's FET

Service to deliver its education and training programmes to the highest standard, whilst conforming to national and international best practice guidelines, policies and procedures and legal and statutory regulations.

The development of a comprehensive suite of shared quality assurance policies and procedures for Donegal ETB's FET Service is a long-term project. As new shared policies and practices are developed and approved by the appropriate governance structure, they will supersede the existing individual policies and procedures that currently exist.

The core values of the ETB, as outlined in the statement of strategy, align the development of the Quality Assurance System to the work of key stakeholder groups including students and trainees, staff and the wider community.

Quality assurance features strongly in the priorities at the heart of the ETB's Strategy Statement 'Lean ar Aghaidh' 2017-2021, and new policies, procedures and process focus strongly on the key themes within the statement: Teaching and Learning; A Progressive, Accountable Organisation and Working with Partners.

Teaching and Learning

FET offers a wide range of education and training provision and support services to meet the needs of individuals and communities within the county. Access, transfer and progression options are available to students and potential students. There is a determined move toward ensuring that both staff recruitment and development are quality assured and there is a recognition that learning is dependent on high standards of practice. Assessment policies and procedures protect the integrity and reliability of the awards by ensuring that teaching and learning outcomes are measured against national standards of skills, knowledge and competencies.

The ETB's Strategy Statement supports the further development of good practice in teaching and learning across the FET Service and is the impetus for the delivery of important new initiatives. Technology Enhanced Learning (TEL) is a recent key focus which has in part been driven by feedback from staff and students and is increasingly critical in the context of service delivery within the current pandemic. Donegal ETB's FET Service has developed a TEL strategy to support the enhancement and quality of TEL.

The Service is also a national leader in the development of RPL (Recognition of Prior Learning) initiatives within the FET sector and sees enormous potential for development in this area.

A Progressive and Accountable Organisation

Donegal ETB's FET Service has a new Public Information and Communication policy and is committed to improving communication with students, staff and external stakeholders. Two-way communication and sharing of information with staff and students is shaping the development of the QA system, which not only mandates robust policies and procedures but also encourages the development of an innovative and responsive system that actions identified needs. Crucial to its success will be continuing to garner the experiences of the students who use the FET Service, staff employed within it and within the wider organisation. Continuous professional development for staff across the service is recognised as a key feature of quality assurance and influenced by the need to remain progressive.

Working with Partners

Working with partners is an important aspect of Donegal ETB's FET Service quality assurance, and the approach is two-pronged: working with local enterprise/industry and working with the community. There is a strong emphasis on formalising and building on existing relationships with the community, voluntary and statutory organisations/agencies and with businesses and employers. This

joint approach is essential for two reasons—to improve education, training, employment and civic/social/cultural engagement opportunities for FET students, and to develop the standing and profile of FET through the provision of quality courses to meet local industry and societal needs.

Donegal ETB's FET Service will continue to review existing quality assurance policies and procedures with a view to merging and integrating the two current systems that are in use to create one that will underpin and support the work of the service to meet the needs of students, staff, other stakeholders and the community.

6. Regional Profile

| | |
|-------------------------------|---------------|
| County Population 2016 | 159152 |
| Population 15+ yrs | 124150 |
| Labour Force | 71182 |
| Not in Labour Force | 52968 |
| Persons at Work | 58353 |

| | |
|--|--------|
| Highest Level of Education (Census 2016) | |
| Highest level of education completed by persons whose education has ceased (%) | |
| No Formal/Primary | 21.90% |
| Secondary | 44.70% |
| Third Level | 33.40% |

| Persons on Live Register (Number) by Sex, Age Group, Social Welfare (CSO, Aug 2020) | | | |
|--|--------------|----------------|-------------------|
| | Total | Under 25 years | 25 years and over |
| Ballybofey | 1489 | 261 | 1228 |
| Ballyshannon | 1013 | 137 | 876 |
| Buncrana | 1873 | 234 | 1639 |
| Donegal | 712 | 88 | 624 |
| Dunfanaghy | 665 | 72 | 593 |
| Dungloe | 1045 | 103 | 942 |
| Killybegs | 656 | 54 | 602 |
| Letterkenny | 3093 | 456 | 2637 |
| Total | 10546 | 1405 | 9141 |

| Employment by Sector in Donegal | % Employed |
|--|-------------------|
| Wholesale & Retail | 13.50% |
| Health & Social Work | 12.70% |
| Education | 10.80% |
| Industry | 9.20% |
| Accommodation & Food | 7.90% |
| Agriculture, forestry & fishing | 6.80% |
| Administrative & other services | 6.70% |
| Construction | 5.90% |
| Public Administration | 5.80% |
| Professional, scientific & technical | 3.50% |
| Information & communications | 3.50% |
| Transport & storage | 3.10% |
| Financial, insurance & real estate | 3.00% |
| Other | 7.60% |

https://statbank.cso.ie/px/pxeirestat/Database/eirestat/Live%20Register/Live%20Register_statbank.asp?SP=Live

7. Provision Profile

a. ETB Centres

| | | F/T Learners (2019) | | P/T Learners (2019) | | Total Learners | |
|---|-----------------|------------------------|------------------------------|------------------------|------------------------------|----------------|------------------------------|
| Name of Centre | Centre Type | No | % (Of overall learner total) | No | % (Of overall learner total) | No | % (Of overall learner total) |
| Ballyshannon FET Centre | FET | 33 | 0.36% | 454 | 4.97% | 487 | 5.33% |
| Ard Scoil na gCeithre Máistir - BTEI County & Community Education | FET | 0 | 0.00% | 2024 | 22.15% | 2024 | 22.15% |
| Buncrana FET Centre | FET | 28 | 0.31% | 649 | 7.10% | 677 | 7.41% |
| Centre for Education Lifford | YR | 32 | 0.35% | 0 | 0.00% | 32 | 0.35% |
| Donegal Town FET Centre | FET | 24 | 0.26% | 2545 | 27.86% | 2569 | 28.12% |
| Errigal College | PLC | 115 | 1.26% | 0 | 0.00% | 115 | 1.26% |
| Finn Valley Centre for Education | FET | 0 | 0.00% | 664 | 7.27% | 664 | 7.27% |
| Finn Valley College | PLC | 50 | 0.55% | 0 | 0.00% | 50 | 0.55% |
| Gortahork FET Centre | FET | 39 | 0.43% | 528 | 5.78% | 567 | 6.21% |
| Gweedore Training Centre | Training Centre | 106 | 1.16% | 13 | 0.14% | 119 | 1.30% |
| Letterkenny FET Centre | FET | 49 | 0.54% | 586 | 6.41% | 635 | 6.95% |
| Letterkenny Centre for Education (Youthreach) | YR | 64 | 0.70% | 0 | 0.00% | 64 | 0.70% |
| Letterkenny Training Centre | Training Centre | 403 | 4.41% | 522 | 5.71% | 925 | 10.12% |
| Milford FET Centre | FET | 13 | 0.14% | 0 | 0.00% | 13 | 0.14% |
| St. Catherine's Vocational School | PLC | 24 | 0.26% | 0 | 0.00% | 24 | 0.26% |
| Youthreach Buncrana & Glengad | YR | 60 | 0.66% | 0 | 0.00% | 60 | 0.66% |
| Total | | 1040 | 11.38% | 8096 | 88.62% | 9136 | |

- *Distinct Learners Vs Activity (Participants) - there will be differences in figures because learners may do more than one course.*
- *Apprenticeship courses not included*
- *Training Centres figure inclusive of contracted training courses.*
- *Data from PLSS/MIS*

b. Contracted/External Provision with which the ETB'S FET Service is Engaged

| | | | F/T Learners (2019) | | P/T Learners (2019) | | Total Learners | |
|-----------------------------|-------------------------------|-----------------|---------------------|------------------------------|---------------------|------------------------------|----------------|------------------------------|
| Name of Centre | Programme Category | Centre Type | No | % (Of overall learner total) | No | % (Of overall learner total) | No | % (Of overall learner total) |
| Gweedore Training Centre | Traineeship Training | Training Centre | 89 | 12% | 0 | 0% | 89 | 12% |
| | | | | | | | | |
| Letterkenny Training Centre | Skills to Advance | Training Centre | 0 | 0% | 27 | 4% | 27 | 4% |
| | Specialist Training Providers | Training Centre | 76 | 10% | 0 | 0% | 76 | 10% |
| | Specific Skills Training | Training Centre | 272 | 37% | 0 | 0% | 272 | 37% |
| | Traineeship Training | Training Centre | 244 | 33% | 0 | 0% | 244 | 33% |
| | | | | | | | | |
| Total | | | 681 | 93% | 50 | 7% | 731 | |

- *Figures include Contracted Training, including STP*

c. ETB Services

| Service | Description |
|--|--|
| Donegal Adult Guidance and Information Service | The Adult Guidance and Information Service offers impartial and confidential information, advice, guidance and counselling on the educational options that are available within Donegal ETB and with other education providers. |
| Employer Engagement Services | Enterprise Engagement Working Group: The Enterprise Engagement Working Group has been established to build and maintain relationships with employers in the region and was seen as an engine to drive feedback from employers on the ETB programmes and services. It was created to dovetail also with the work being undertaken by Regional Skills Forum. |

d. FET Provision by Field of Learning

| Fields of Learning | Beneficiaries 2017 | Beneficiaries 2018 | Beneficiaries 2019 | Beneficiaries 2020 (Jan-Aug 2020) |
|---|--------------------|--------------------|--------------------|-----------------------------------|
| Agriculture, Horticulture and Mariculture | 81 | 79 | 44 | 23 |
| Animal Science | 0 | 0 | 0 | 0 |
| Arts & Crafts | 15 | 22 | 18 | 7 |
| Built Environment | 192 | 57 | 19 | 12 |
| Business, Administration | 382 | 389 | 319 | 186 |
| Core Information and Communication Technology (ICT) | 196 | 254 | 645 | 427 |
| Core Personal | 1987 | 2398 | 2,539 | 1,317 |
| Engineering | 0 | 0 | 0 | 0 |
| Engineering (Electrical) | 0 | 0 | 0 | 0 |
| Engineering (Information Technology) | 0 | 0 | 0 | 0 |
| Engineering (Mechanical) | 106 | 138 | 193 | 111 |
| Engineering (Transport) | 0 | 0 | 0 | 0 |
| Entrepreneurship | 0 | 0 | 0 | 0 |
| Financial Services | 49 | 47 | 47 | 20 |
| Food and Beverage | 32 | 28 | 30 | 16 |
| General Learning | 5687 | 5142 | 5,414 | 1,899 |
| Hairdressing, Beauty and Complementary Therapies | 218 | 139 | 105 | 53 |
| Health, Family and other Social Sciences | 893 | 841 | 1,217 | 791 |
| Information Technology | 190 | 125 | 95 | 70 |
| Language | 0 | 0 | 8 | 0 |
| Management | 22 | 8 | 47 | 37 |
| Manufacturing | 0 | 40 | 179 | 0 |
| Media, Graphics, Communications | 21 | 31 | 50 | 21 |
| Natural Resources | 0 | 0 | 0 | 0 |
| Research and Education-Training | 59 | 59 | 82 | 36 |
| Sales and Marketing | 14 | 24 | 68 | 62 |
| Science and Technology | 0 | 0 | 3 | 3 |
| Security Guarding & Emergency Services | 53 | 28 | 29 | 21 |
| Sport and Leisure | 83 | 113 | 104 | 56 |

| Fields of Learning | Beneficiaries 2017 | Beneficiaries 2018 | Beneficiaries 2019 | Beneficiaries 2020 (Jan-Aug 2020) |
|-------------------------------------|--------------------|--------------------|--------------------|-----------------------------------|
| Tourism | 83 | 50 | 30 | 16 |
| Transport, Distribution & Logistics | 36 | 29 | 34 | 10 |
| Web Development & Design | 121 | 111 | 150 | 106 |
| | | | | |
| Total | 10520 | 10152 | 11469 | 5300 |

- *Beneficiaries—a learner may have completed multiple courses.*
- *These figures include accredited and non-accredited courses.*
- *Data from PLSS Reports*
- *The Language Field of Learning does not include the TEG Irish Language courses that are scheduled through Donegal Basic Education (Social Inclusion and Thematic Learning).*
- *Beneficiaries 2020 inclusive of learner data from Jan-Aug 2020*

e. ETB Provision by NFQ level

| NFQ Level | Learners 2017 | Learners 2018 | Learners 2019 | Learners 2020 |
|--------------|---------------|---------------|---------------|---------------|
| 1 | 324 | 578 | 599 | 261 |
| 2 | 834 | 838 | 1080 | 572 |
| 3 | 974 | 1299 | 1352 | 739 |
| 4 | 521 | 534 | 591 | 330 |
| 5 | 1488 | 1505 | 1882 | 1019 |
| 6 | 216 | 153 | 200 | 242 |
| | | | | |
| Total | 4357 | 4907 | 5704 | 3163 |

- *Learners who received awards on the NFQ (data from MIS)*

f. Vendor and Industry Awarding Bodies

| Awarding Body | Awards 2017 | | Awards 2018 | | Awards 2019 | | Awards 2020 | |
|---|-------------|------|-------------|------|-------------|------|-------------|------|
| | No | % | No | % | No | % | No | % |
| Adobe | 0 | 0.00 | 9 | 0.18 | 14 | 0.27 | 0 | 0.00 |
| Alberta | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Approved EN Certifying Body | 106 | 1.83 | 115 | 2.31 | 115 | 2.25 | 93 | 3.48 |
| Accounting Technicians Ireland (ATI) | 20 | 0.35 | 19 | 0.38 | 27 | 0.53 | 20 | 0.75 |
| Certiport | 0 | 0.00 | 0 | 0.00 | 3 | 0.06 | 9 | 0.34 |
| City and Guilds | 70 | 1.21 | 63 | 1.27 | 139 | 2.72 | 143 | 5.35 |
| CompTIA | 2 | 0.03 | 3 | 0.06 | 4 | 0.08 | 0 | 0.00 |
| Department of Education (DE) State Examinations | 13 | 0.22 | 16 | 0.32 | 14 | 0.27 | 0 | 0.00 |
| ICS Skills | 142 | 2.46 | 111 | 2.23 | 109 | 2.13 | 56 | 2.09 |
| Institute of Leadership and Management (ILM) | 14 | 0.24 | 6 | 0.12 | 9 | 0.18 | 20 | 0.75 |
| Irish Canoe Union | 45 | 0.78 | 45 | 0.91 | 45 | 0.88 | 0 | 0.00 |
| Irish Sailing | 15 | 0.26 | 22 | 0.44 | 32 | 0.63 | 0 | 0.00 |
| Irish Surfing Association | 10 | 0.17 | 16 | 0.32 | 15 | 0.29 | 12 | 0.45 |
| International Therapy Examination Council/ Vocational Training Charitable Trust (ITEC/VTCT) | 95 | 1.64 | 81 | 1.63 | 65 | 1.27 | 28 | 1.05 |

| Awarding Body | Awards 2017 | | Awards 2018 | | Awards 2019 | | Awards 2020 | |
|--|-------------|-------|-------------|-------|-------------|-------|-------------|-------|
| | No | % | No | % | No | % | No | % |
| Microsoft | 42 | 0.73 | 87 | 1.75 | 106 | 2.07 | 140 | 5.23 |
| Mountaineering Ireland (BOS) | 15 | 0.26 | 16 | 0.32 | 16 | 0.31 | 9 | 0.34 |
| Oil Firing Technical Association (OFTEC) | 7 | 0.12 | 22 | 0.44 | 14 | 0.27 | 0 | 0.00 |
| Offshore Petroleum Industry Training Organisation (OPITO) | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Oracle | 1 | 0.02 | 12 | 0.24 | 4 | 0.08 | 0 | 0.00 |
| Pre-Hospital Emergency Care Council (PHECC) + Rescue Emergency Care | 15 | 0.26 | 58 | 1.17 | 23 | 0.45 | 12 | 0.45 |
| Quality and Qualifications Ireland Further Education (QQI-FE) | 5100 | 88.22 | 4250 | 85.53 | 4291 | 83.91 | 2133 | 79.74 |
| RSA | 0 | 0.00 | 1 | 0.02 | 27 | 0.53 | 0 | 0.00 |
| Road Transport Industry Training Board (RTITB) | 0 | 0.00 | 0 | 0.00 | 14 | 0.27 | 0 | 0.00 |
| Royal Life Saving Society (RLSS) National Vocational Beach Lifeguard Qualification (NVLGQ) | 12 | 0.21 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |

| Awarding Body | Awards 2017 | | Awards 2018 | | Awards 2019 | | Awards 2020 | |
|---|-------------|---------------|-------------|------------|-------------|---------------|-------------|---------------|
| | No | % | No | % | No | % | No | % |
| International Software Testing Qualifications Board (ISTQB) | 14 | 0.24 | 0 | 0.00 | 12 | 0.23 | 0 | 0.00 |
| Irish Canoe Union Kayak Instructor (ICUKI1) (Kayaking) | 28 | 0.48 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Irish Sailing Association (ISA) Powerboat Certificate | 15 | 0.26 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| BOS Outdoor Activities | 0 | 0.00 | 17 | 0.34 | 16 | 0.31 | 0 | 0.00 |
| | | | | | | | | |
| Total | 5781 | 100.00 | 4969 | 100 | 5114 | 100.00 | 2675 | 100.00 |

- *Figures include successful learners who received awards*
- *Figures from RCCRS (Results Certification and Capture Recording System) and PLSS/MIS data*
- *QQI-FE data from QQI infographics*

8. Learner Profile

a. Gender Profile

| Learner Gender | 2017 | 2018 | 2019 |
|----------------|-------|-------|-------|
| Female | 6439 | 6706 | 7850 |
| Male | 4081 | 3446 | 3619 |
| | | | |
| Total | 10520 | 10152 | 11469 |

b. Age Profile

| Learner Age | 2017 | 2018 | 2019 | 2020 |
|-------------|-------|-------|-------|------|
| <15 | 0 | 0 | 0 | 0 |
| 15-24 | 2104 | 1556 | 1578 | 875 |
| 25-44 | 3366 | 3083 | 3593 | 1714 |
| 45-64 | 3892 | 4017 | 4443 | 2027 |
| Over 64 | 1158 | 1493 | 1854 | 684 |
| Total | 10520 | 10149 | 11468 | 5300 |

2020 Learner Age, Jan-Aug 2020

c. Nationality Profile

| | 2017 | 2018 | 2019 |
|---------------|------|--------|--------|
| Ireland | N/A | 3,344 | 6,520 |
| UK | N/A | 192 | 214 |
| Europe | N/A | 444 | 453 |
| Africa | N/A | 67 | 66 |
| Asia | N/A | 263 | 306 |
| North America | N/A | 11 | 12 |
| Oceania | N/A | 4 | 7 |
| South America | N/A | 67 | 80 |
| Unknown | N/A | 5,823 | 3,804 |
| Total | | 10,215 | 11,462 |

9. Staffing Profile

a. FET Staffing Overview

| | 2019-2020 |
|---|------------|
| Director of FET | 1 |
| Area Training Manager | 1 |
| Assistant Training Managers | 2 |
| Adult Education Officer (AEO) | 2 |
| Programme and Service Coordinators | 25 |
| Instruction Staff (Tutors, Teachers, Advocates, Resource Staff and Instructors) | 437 |
| FET Administration Staff (whole-time and part-time) | 47 |
| Overall Total | 515 |

b. Student : Teacher/Tutor/Instructor Ratio

- By Service/Center Type
- Overall

| 2019 Courses | Courses | Learners | Learner:Teacher Ratio |
|--|---------|----------|-----------------------|
| Adult Literacy Groups | 267 | 2,646 | 10 |
| Back to Education Initiative (BTEI) Groups | 49 | 849 | 17 |
| Community Education | 469 | 4,368 | 9 |
| English for Speakers of Other Languages (ESOL) | 47 | 330 | 7 |
| Evening Training | 51 | 563 | 11 |
| Intensive Tuition in Adult Basic Education (ITABE) | 11 | 69 | 6 |
| Other Funding | 28 | 291 | 10 |
| Post-Leaving Certificate (PLC) | 22 | 369 | 17 |
| Recognition of Prior Learning | 14 | 215 | 15 |
| Refugee Resettlement | 21 | 154 | 7 |
| Skills for Work | 30 | 206 | 7 |
| Skills to Advance | 2 | 27 | 14 |
| Specialist Training Providers | 8 | 76 | 10 |
| Specific Skills Training | 20 | 328 | 16 |
| Traineeship Training | 27 | 394 | 15 |
| Voluntary Literacy Tuition | 2 | 8 | 4 |
| Vocational Training Opportunities Scheme (VTOS) Core | 16 | 243 | 15 |
| Youthreach | 15 | 326 | 22 |
| Grand Total | 1,099 | 11,462 | |
| Overall Ratio | | | 10.43 |

10. Collaborations and Partnerships

Enterprise Engagement

Donegal ETB's FET Service provides a wide range of services to employers and is committed to providing courses relevant to the needs of industry.

Under the 'Skills to Advance' Initiative and 'Skills for Work' Programme, the ETB offers support for vulnerable groups in the workforce, particularly those with lower skill levels who need more opportunities to advance in their working lives. Supports are available for small and medium-sized enterprises (SMEs) who need assistance to invest in and develop their workforce. Bespoke programmes for employees in individual companies or groups of companies are also available. Engagement with enterprise has been of particular significance during the current crisis and is envisaged to expand even further in the context of Brexit which will arguably have more impact on Donegal than on any other region in the country due to its location and the embedded nature of the cross-border economy and communities.

Community Collaboration

Donegal ETB's FET Service engages extensively with community groups, Family Resource Centres, Pobal centres and Partnership companies in the provision of non-accredited and accredited courses at all levels through the Literacy Service, community-based BTEI programme and a grants-based Community Education Service. This ensures a "bottom-up" approach in encouraging participation among learners who do not normally engage in educational activities.

Department of Social Protection (DSP) Collaboration

Donegal Education and Training Board/ Department of Social Protection (DSP) Working Group: a memorandum of understanding (MOU) is in place between the two organisations, which includes data sharing between the learner referral systems.

Collaboration with other Further and Higher Education Providers

A memorandum of understanding (MOU) is in place between Letterkenny Institute of Technology (LYIT) and Donegal ETB. Strategic objectives include further development of relationships between both organisations for the benefit of the local community. Donegal ETB and LYIT are currently working on an analysis of various progression pathways to HE from FET.

Within the North-West City Region, Donegal ETB is a partner in the Cross-border Further & Higher Education Cluster which was established under the auspices of the North West Strategic Growth Partnership. Other members of the Cluster are North West Regional College, LYIT and Ulster University. The purpose of the Cluster is to support a regional growth agenda through the development of education, research and related innovations.

Working with Other Statutory Agencies

Strong links have also been formed with other statutory agencies in the county and Donegal ETB works to meet the demands for employment and enterprise growth by closely aligning our FET programmes and services with these agencies through various fora and collaborative projects. These include Údarás na Gaeltachta, the Local Enterprise Office, the Chamber of Commerce, and Donegal County Council. It is important that these links are maintained and used in order to better inform programme development which meets the unique demands of the county.

Working with Others Nationally

National collaborations and Quality Assurance sectoral projects coordinated by Education and Training Boards Ireland (ETBI) will aid ETBs in meeting the comprehensive nature of the new Core and Sector Specific Guidelines. These include a number of projects that will help form a framework for QA procedures initially in relation to Section 7 of the Core guidelines.

Donegal ETB leads and is a partner in several collaborative projects with other ETBs: Limerick & Clare ETB (Recognition of Prior Learning (RPL)); Mayo, Sligo and Leitrim ETB (Enterprise Engagement and Adult Guidance); border county ETBs (Enterprise Engagement).

Working with Other Awarding Bodies

Contractual relationships exist with other awarding bodies and testing/assessment systems that are outside of the Irish jurisdiction.

11. Conclusion

Donegal ETB is integral to the social, economic and educational fabric of Donegal. The ETB's FET Service is the largest provider of accredited and non-accredited further education and training opportunities in the county and has extensive and well-developed links with statutory, voluntary, community and private sector organisations. From facilitating the delivery of non-accredited personal development courses in local communities to offering responsive, agile education and training that meets labour market needs, the ETB's FET Service is the provider of choice for many. The organization is deeply aware that it is only through the development and maintenance of a rigorous and robust quality assurance system that students, staff, employers and other stakeholders can be confident in the awards issued and in the personal, social and vocational skills attained through its services and it is fully committed to working tirelessly to meet that objective in its role as a public sector further education and training provider.

Appendix 1

| Programme | Full-time or Part-time | Further Information |
|--|--|---|
| Adult Literacy Programme known as Learning for Living (L4L) incorporating ITABE and ESOL | Part-time | https://www.donegaletb.ie/feature/programmes/adult-literacy/ |
| Apprenticeship | Full-time Phase 2 training for 5 traditional craft areas | https://www.donegaletb.ie/feature/programmes/apprenticeships/ |
| Back to Education Initiative (BTEI) | Part-time | https://www.donegaletb.ie/feature/programmes/back-to-education-initiative-btei/ |
| Community Education Programme | Part-time | https://www.donegaletb.ie/feature/programmes/community-education-2/ |
| Evening Training | Part-time | https://www.donegaletb.ie/feature/programmes/evening-training/ |
| Post Leaving Certificate Course (PLC) | Full-time | https://www.donegaletb.ie/feature/programmes/post-leaving-certificate-plc-programme/ |
| Recognised Prior Learning | Part-time | https://www.qqi.ie/Downloads/Prior%20Learning%20Report.pdf |

| Programme | Full-time or Part-time | Further Information |
|---|-------------------------------|---|
| Skills to Advance | Part-time | https://www.solas.ie/programmes/skills-to-advance/ |
| Skills for Work | Part-time | https://www.donegaletb.ie/further-education-training/employers/upskilling-employees/skills-for-work-programme/ |
| Specialised Training Programme (STP) | Full-time | https://www.donegaletb.ie/feature/programmes/specialist-training-providers/ |
| Specific Skills Training | Full-time | https://www.donegaletb.ie/feature/programmes/specific-skills-training-sst/ |
| Traineeships | Full-time | https://www.donegaletb.ie/feature/programmes/traineeships/ |
| Vocational Training Opportunities Scheme (VTOS) | Full-time | https://www.donegaletb.ie/feature/programmes/vtos/ |
| Youthreach | Full-time | https://www.donegaletb.ie/feature/programmes/youthreach-programme/ |

Appendix 2

Donegal ETB Quality Assurance Governance and Management

| FET Senior Management Team |
|--|
| Cróna Gallagher (Director of Further Education and Training) |
| Martina Needham (Adult Education Officer) |
| Charles Gorney (Adult Education Officer) |
| Vinny Mc Groary (Area Training Manager) |
| Mairead Carlin (Assistant Training Centre Manager) |
| Colm Richardson (Assistant Training Centre Manager) |

| Quality Council | |
|--|--|
| Terms of Reference | |
| <ol style="list-style-type: none"> 1. Oversee planning, co-ordination, quality, development and improvement of all aspects of the FET offering in the ETB. 2. Protects, maintains and develops the standards of education and training programmes and related activities. 3. Approves new/revised FET QA policies and procedures as recommended by the QA Panel. 4. Approves new programme developments as recommended by the Programme Approval Panel. 5. Receives reports on monitoring and review from the QA Panel. 6. Ratifies assessment results and final results as presented from the Results Approval Panel. 7. Ensures that all learners receive an equivalent experience. | |
| Role | Member |
| Chair | Cróna Gallagher (Director of Further Education and Training) |
| Secretary | Joe Whitelock (Quality Assurance Coordinator) |
| Member | Vinny Mc Groary (Area Training Manager) |
| Member | Martina Needham (Adult Education Officer) |
| Member | Employer representative (TBC) |
| Member | Joanne Donaghey (Staff Representative) |
| Member | Community Representative (TBC) |
| Member | Miriam O Donoghue (External Expert) |
| Member | Paddy Hannigan (Letterkenny Institute of Technology) |
| Member | Siobhan Magee (Further Education Support Service) |

| FET Quality Assurance Sub-Committee | |
|--|--|
| Terms of Reference | |
| <ol style="list-style-type: none"> 1. The subcommittee reports into the FET Quality Council and assists it in fulfilling the development, oversight, planning, co-ordination and improvement of quality assurance policies, procedures, and processes 2. The QA subcommittee receives submissions of new or updated policies, procedures and processes from the QA Support service and will iteratively review such submissions until they are approved for submission to the FET Quality Council. 3. On completion of the review, the QA subcommittee will make a recommendation to the FET Quality Council for approval of the revised QA policies, procedures or processes. 4. The QA subcommittee will prepare a schedule for quality reviews and monitor outputs of the quality reviews, reporting relevant recommendations to the FET Quality Council. | |
| Role | Member |
| Chair | Charles Gorney (Adult Education Officer) |
| Secretary | Joe Whitelock (Quality Assurance Coordinator: QASS) |
| Member | Elaine Russell (Training Standards Officer: QASS) |
| Member | Margery Quinn (Assistant Training Standards Officer: QASS) |
| Member | Aine McLaughlin (Full-time Programme: VTOS coordinator) |
| Member | Caroline Gillespie (Full-time Programme: VTOS coordinator) |
| Member | Lorraine Murray (Senior Training Advisor/Authorised Officer) |
| Member | Guven Faracli (Contracted Training Officer) |
| Member | Vivienne Doherty (Coordinator Part-time Programme: BTEI) |
| Member | Aidan McCloskey (Coordinator Part-time Programme: LFL) |
| Member | Tara McGuire (Course Recruitment Training) |

| FET Programme Sub-Committee | |
|---|---|
| Terms of Reference | |
| <ol style="list-style-type: none"> 1. The programme subcommittee reports into the FET Quality Council and assists it in fulfilling the approval of new programmes. 2. The programme subcommittee receives submissions from SMT and will iteratively review such submissions until they are approved for submission to the FET Quality Council. 3. On completion of the approval process the Programme subcommittee will make a recommendation to the FET Quality Council to approve the new programme. 4. The programme subcommittee will recommend programme validation documentation to the FET Quality Council for approval. 5. The Programme subcommittee receives submissions of new or updated policies, procedures and processes relating to programme design or approval from the QA Support Service. They will review such submissions until they are recommended to go forward for approval and ratification by the FET Quality Council. | |
| Role | Member |
| Chair | Mairead Carlin (Assistant Training Centre Manager) |
| Secretary | Joe Whitelock (Quality Assurance Coordinator: QASS) |
| Member | Corinna Orsi (Training Standards Officer: QASS) |
| Member | Tina O'Donnell (Assistant Training Standards Officer: QASS) |
| Member | Antoinette O'Keeney (PLSS Coordinator: QASS) |
| Member | Michelle O'Reilly (PLC) |
| Member | Siobhan Coughlan (BTEI Support Worker) |
| Member | Catherine Friel (Community Education Facilitator) |
| Member | Deirdre McColgan (Guidance Coordinator) |
| Member | Dara Devine (Contracted Training Officer) |