KWETB

INAUGURAL REVIEW OF QUALITY ASSURANCE

2021

PROVIDER PROFILE

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1. Background

Kildare and Wicklow Education and Training Board (KWETB) was established on the 1st July 2013 under the Education and Training Boards Act, 2013. The Act provided for the dissolution of County Kildare and County Wicklow Vocational Education Committees and the transfer of their obligations to the new body, Kildare and Wicklow Education and Training Board. In November 2015, responsibility for the former FÁS training functions transferred from three ETBs – Waterford Wexford, Longford Westmeath and Dublin Dún Laoghaire ETBs – to KWETB in line with the provisions of the Further Education and Training Act, 2013.

2. Vision, Mission and Values

KWETB's vision and mission were identified through cross-organisation consultation and represent a shared understanding of our organisation and its future. The vision of KWETB is:

To deliver high-quality, inclusive, innovative education, training, youth and support services. To promote excellence in all we do and to be a leader at both community and national level.

Similarly, KWETB's mission emerged from the same broad and inclusive consultation with stakeholders and is:

To provide high quality and innovative education, training, youth and supports, which are accessible, responsive to the developing needs of learners, of the community and of society and which promote excellence, equality and social inclusion.
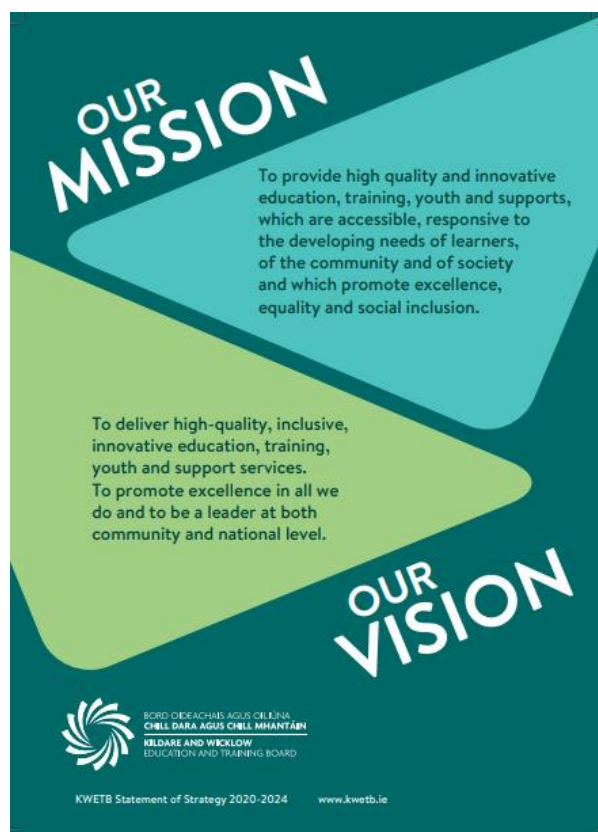
Figure 1 KWETB Mission and Vision

KWETB published its Statement of Strategy, 2020 to 2024 and it set out clearly the foundation values which guide the work of our organisation and inform our mission and vision. Our values are:

Learner-centred – Recognising that the learner experience is central to our work and that each learner is an important contributor to their own learning and well-being.

Integrity – Ensuring that all our activities in pursuit of the mission and vision of KWETB are supportive of our employees and learner, and demonstrate accountability, professionalism, honesty and loyalty.

Excellence – Embracing a culture of ongoing improvement and the promotion of the highest standards. Our schools and centres strive for excellence in all their endeavours.

Respect – Promoting a climate of care and respect in every KWETB workplace and centre of learning.

Figure 2 KWETB Values

The Statement of Strategy also set out clearly the ETB's strategic focus with four strategic priorities – including Teaching and Learning; Work and Learning Environments; Value and

Develop Our Staff; and Corporate Governance and External Relations – with associated objectives attached to each priority. A Steering Group monitors the implementation of the objectives with a facilitation group including representatives from Schools, FET and OSD co-ordinating planning and reporting within each area.

3. Governance and Management Structures

Kildare and Wicklow Education and Training Board

Chief Executive
Deirdre Keyes

Further Education and Training
Ken Seery, Director

Schools
Ken Scully, Director

Organisation Support and Development
Joe Kelly, Director
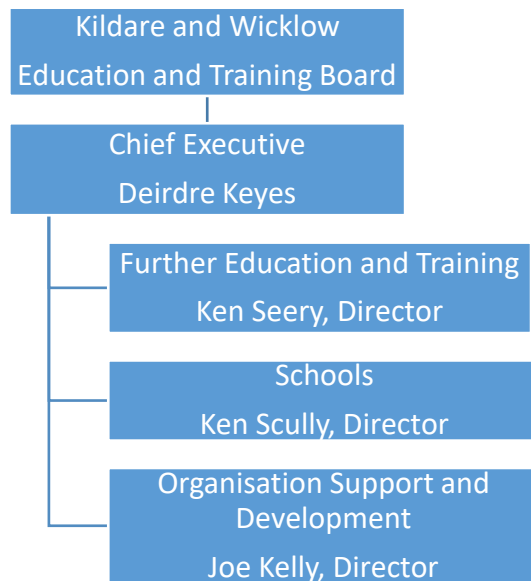
Figure 3 KWETB Senior Management

KWETB is led by the Chief Executive who works closely with the Board in line with the functions laid out in the Education and Training Boards Act, 2013. The Chief Executive leads the Senior Management Team which includes the directorate; there are assigned Directors with responsibility for each pillar as illustrated above.

Further Education and Training
Ken Seery, Director

Training and Innovation Services
Eileen Cullen
APO

FET Operations, Kildare
Brenda Lynch
AEO

FET Operations, Wicklow
Niamh Maguire
AEO

FET Support Services
Catherine Byrne
AEO

Figure 4 KWETB FET Management

The Further Education and Training Management Team is led by the Director, ken Seery with specific areas of responsibility assigned to the members who include Eileen Cullen, Assistant Principal Officer, Training and Innovation Services; Brenda Lynch, Adult Education Officer, FET Operations – Kildare; Niamh Maguire, Adult Education Officer, FET Operations – Wicklow; and Catherine Byrne, Adult Education Officer, FET Support Services.
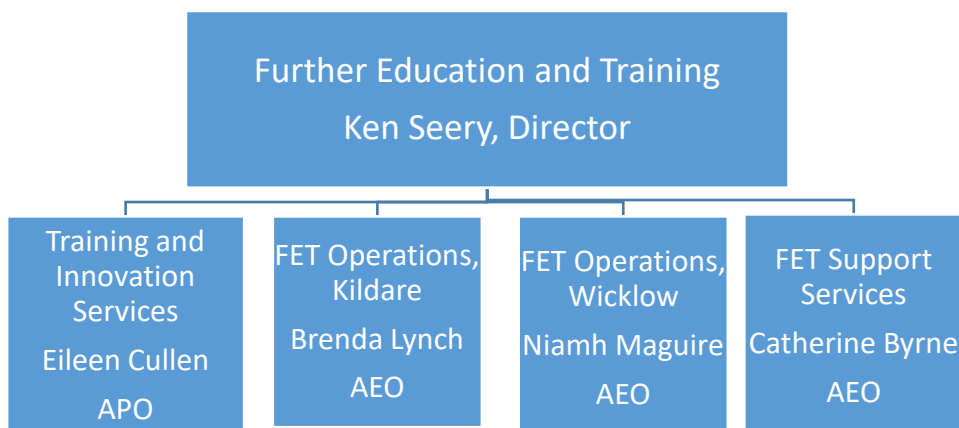
Each area of responsibility is described in more detail below.

Training and Innovation Services
Managing KWETB training response – both current provision and integration of support for education programmes using contracted training and employer engagement including Specialist Skills Training (SST), Apprenticeship, Traineeship, Bridging and Foundation, Community Training Centre (CTC), Specialist Training Providers (STP), Skills to Advance, Skills for Work. Identification of innovative and development opportunities for FET working with education operations in Kildare and Wicklow.

FET Operations Management
VTOS, BTEI, Youthreach (including Advocate), Adult Basic Education (including English for Speakers of Other Languages [ESOL] and Intensive Tuition [ITABE]), Community Education and Adult Guidance operations and delivery. Create site hubs for services based on the geographical, facilities, resources and location and local client demands. Develop a flexible learner response for full time and part-time options in close cooperation with training and systems units to continually improve the service delivery and ensure compliance with funder's data and system reporting requirements. Produce integrated localised responses that maximise the ETB's location and staff resources.

FET Support Services
Managing and maintaining KWETB's PLSS, Quality Assurance and Training Standards, Music Generation, and Youth Services. Developing a single QA system for FET compliance with QQI organisational accreditation and governance requirements that supports innovation and delivery of programmes for operational delivery. Developing systems and system support that ensure compliance with requirement of funding and management agencies. Facilitating and assisting with audit responses requiring systems data mining.
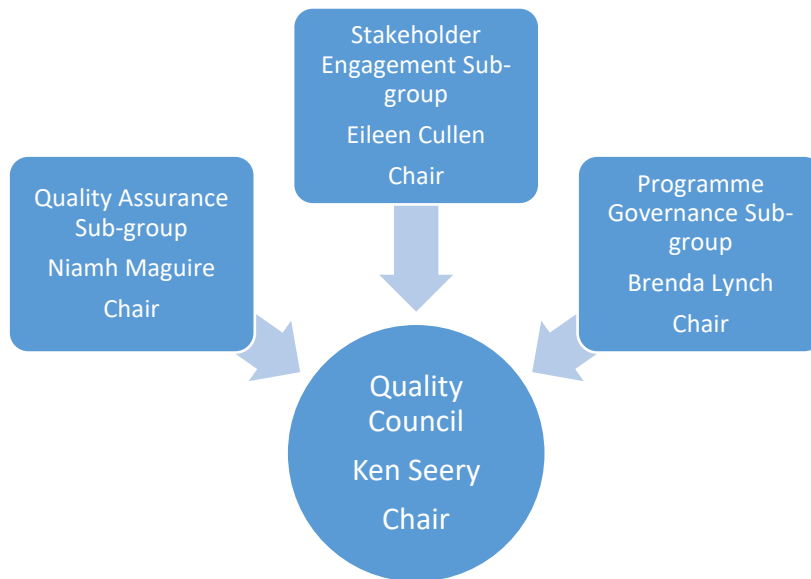
Figure 5 Quality Governance Structure

KWETB's Quality Governance Structure includes the Quality Council which is chaired by Ken Seery, Director of Further Education and Training. Catherine Byrne acts as Secretary and membership is representative of those in managerial roles across Further Education and Training. There is wider representation from external stakeholders and a learner representative. (See appendix for full details of membership of the Quality Council and Sub-groups.)

There are three Sub-groups deriving from the Quality Council including the Quality Assurance Sub-group, the Programme Governance Sub-group and a very newly established Stakeholder Engagement Sub-group. As with the Quality Council, each of the Sub-groups has approved Terms of Reference governing their responsibilities and functions.
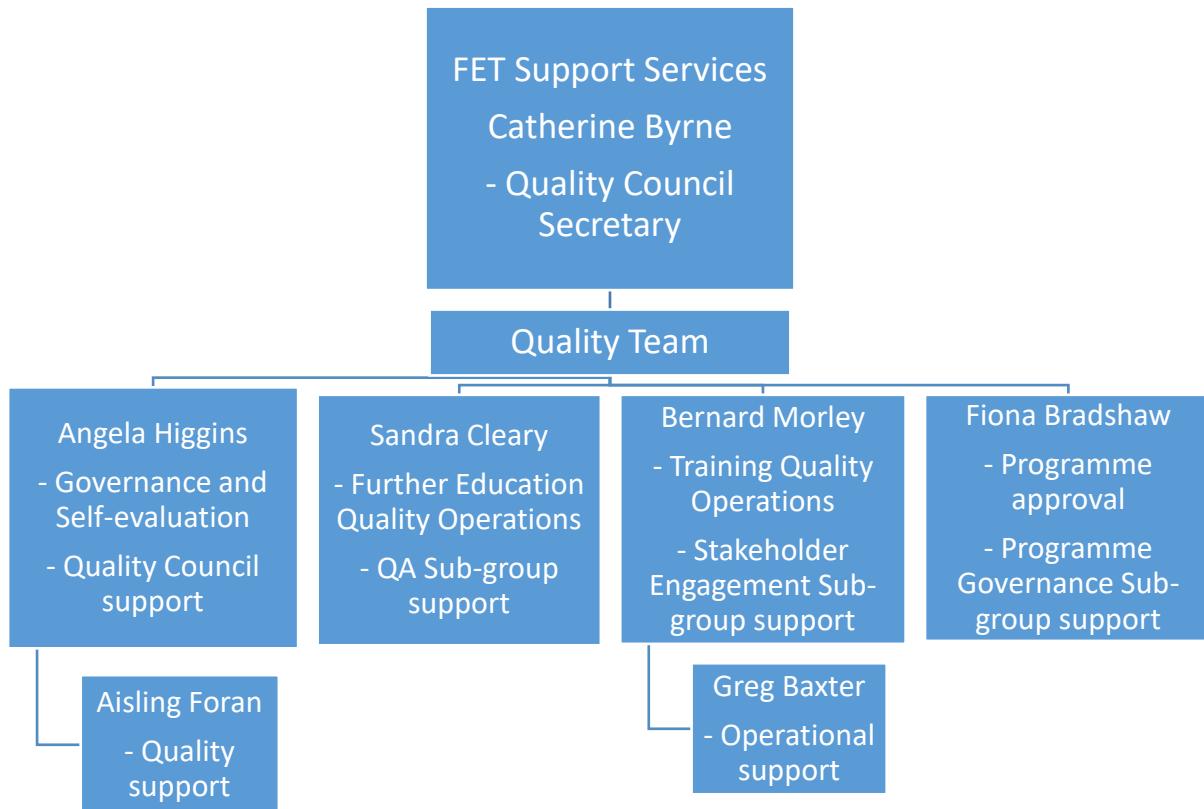
Figure 6 Quality Team

Responsibility for leading the implementation of quality and supporting governance rests with the Quality Team which forms part of the FET Support Services under the leadership of Catherine Byrne, Adult Education Officer. The Quality Team works directly with the centres, colleges and services to ensure a shared approach to quality implementation and development. In addition to the areas of operational functionality, there are formally named members of the Quality Team providing support to each of the Governance structures including the Quality Council and Sub-groups which enhances cross-organisational communication.

4. Approach to Quality

Kildare and Wicklow Education and Training Board is deeply committed to best practice quality assurance within our organisation; our mission and vision both commit the organisation to the provision of high-quality education and training as part of the core of our work. Quality Assurance is considered to be a central part of both the strategic and operational dimensions of the ETB and is reflected throughout our Governance structures and corporate reporting.

Within Further Education and Training, there is a dedicated unit working on quality under the leadership of a senior level FET Manager with regular reporting to the Director of Further Education and Training and onwards to the Chief Executive. The Governance

structures of quality – Quality Council and the Sub-groups on Quality Assurance, Programme Governance and Stakeholder Engagement – are regarded as a critical element of the organisation's corporate governance structure and are appropriately supported through the assignment of both membership and support from the Quality Team.

KWETB is committed to transparency and accountability within quality assurance and staff members are encouraged to develop their capacity in the application of policies and procedures. There is a balance between autonomy and accountability and a culture of taking ownership of mistakes while ensuring that they are resolved appropriately. The interests of the learner are central to decision-making and, where appropriate, corrective action is applied in a manner to ensure improvements and accountability within the system without unduly penalising learners.

There is a culture of continuous improvement within quality assurance in Kildare and Wicklow Education and Training Board; the commitment is not to perfection but to cyclical development with accountability. Continuous development is supported by opportunities to participate in communities of practice, at ETB, national and international (though Erasmus) level and professional development at both organisational and individual level.

5. Regional Profile

5 (a) Population and Workforce

Kildare and Wicklow Population	279,000
Kildare and Wicklow Workforce Aged 15+	155,000

5 (b) Economic Status

Status	Workforce Percentage
At work	56%
Seeking Work	7%
Student	12%
Other	25%

5 (c) Sectors

Sector	Workforce Percentage
Industry	17%
Wholesale/Retail	15%

Health	10%
Education	9%
Accommodation/Food	5%
Professional Services	6%
Public, Administration and Defence	6%
Construction	6%
Finance	6%
ICT	5%
Agriculture	3%
Transport	4%
Administration and Support	4%
Other	4%

6. Provision Profile

6 (a) Centres and Learners

Location	Centre Type	Full-time Learners 2020	% Full-time Learners	Part-time Learners 2020	% Part-time Learners	Total Learners 2020	% Learners
Arklow	Area-based	104	16%	545	84%	649	8%
South Kildare	Area-based	168	16%	869	84%	1037	14%
West Wicklow	Area-based	637	91%	65	9%	702	9%
Bray	Area-based	1812	86%	289	14%	2101	27%
North Kildare	Area-based	110	14%	661	86%	771	10%
Mid Kildare	Area-based	428	32%	889	68%	1317	17%
Wicklow	Area-based	109	26%	303	74%	412	5%
Community Education	ETB-wide	0	0%	690	100%	690	9%
Total		**3368**	**44%**	**4311**	**56%**	**7679**	

Note a breakdown by QBS registered centre is included in the Appendix

6 (b) Contracted External Provision with which the ETB is engaged

Provider Provision Type	Number of Centres	Full-time Learners 2020	Part-time Learners 2020	Total Learners 2020	% Total Learners

Specialist Training Providers	3	118	0	118	7%
Local Training Initiatives	2	54	0	54	3%
Community Training Centre	1	75	0	75	4%
FET Co-operation Hours	10	0	1454	1454	85%
Total	**16**	**247**	**1454**	**1701**	

6 (c) ETB Learner Support Services

Service	Description
Adult Education Guidance Service	The Adult Education Guidance Service operates across Kildare and Wicklow with two Adult Guidance Co-ordinators and a team of three Adult Guidance Counsellors and three Information Officers. The service provides pre-entry, in course and progression guidance to FET learners and offers a guidance and information service to the wider public within specific priority groups.
Advocate	The Advocate service provides guidance, counselling and information supports to learners attending Youthreach in County Wicklow.
Counselling	One-to-one counselling and support is provided to FET learners in KWETB.
Accessible Learning Integrated Support Service (ALISS)	ALISS provides learning and language support to FET learners working closely with centres and services to offer initial assessment and in-course support in the areas of literacy (including digital), numeracy, ESOL and study support.

6 (d) Provision by Field of Learning

Field of Learning	Beneficiaries 2018	Beneficiaries 2019	Beneficiaries 2020
Agriculture, Horticulture and Mariculture	74	135	115
Animal Science	143	166	258
Arts and Crafts	370	422	479
Built Environment	16	48	34
Business Administration	876	755	909
Engineering	16	30	32
Engineering (IT)	0	12	0
Financial Services	42	106	78
Food and Beverage	318	226	186
Hairdressing, Beauty and Complementary Therapies	168	244	188
Health, Family and other Social Services	1563	1676	1397
Information Technology	248	189	266
Management	14	126	147
Manufacturing	18	66	50

Media, Graphics, Communications	138	146	114
Research and Education-Training	44	60	146
Sales and Marketing	168	162	137
Science and Technology	68	50	112
Security Guarding & Emergency Services	92	124	144
Sport and Leisure	120	163	142
Tourism	181	157	92
Transport, Distribution and Logistics	60	98	72
Web Development and Design	0	15	0
Total	**4737**	**5176**	**5098**

6 (e) ETB Provision by NFQ Level

NFQ Level	Beneficiaries 2018	Beneficiaries 2019	Beneficiaries 2020
Uncertified	3,617	2,908	2,091
Level 1 Certificate	38	26	28
Level 2 Certificate	461	537	516
Level 3 Certificate	1,482	1,430	1,336
Level 4 Certificate	1,396	1,393	1,238
Level 5 Certificate	3,164	3,300	3,043
Advanced Certificate/Higher Certificate	818	984	1,086
Grand Total	**10,976**	**10,578**	**9,338**

6 (f) Awarding Bodies

Awarding Body	Beneficiaries 2018	Beneficiaries 2019	Beneficiaries 2020
Uncertified	3541	2728	1847
APMG-International	0	16	0
ATI	42	32	40
AXELOS	0	20	16
City & Guilds	202	174	178
CompTIA	0	36	16
CPA Ireland	0	18	18
Department of Education & Skills	16	16	16
EHAI (Environmental Health Association Ireland)	0	0	28
FDQ Limited	0	0	12
ICS SKILLS	32	14	16
ITEC	80	132	74
MICROSOFT	12	0	36
Mountaineering Ireland (BOS)	16	40	20
Pearson	284	314	348
QQI-FE	6751	7018	6595
RSA (Road Safety Authority)	0	20	38

SCRUM	0	0	40
Total	**10976**	**10578**	**9338**

7. Learner Profile

7 (a) Gender Profile

Gender	2018	2019	2020
Male	3180	3134	2324
Female	5690	5575	5217
Other/ Not Specified	0	0	0
Total	**8870**	**8709**	**7541**

7 (b) Age Profile

Age	2018	2019	2020
0-14	2	1	0
15-24	2098	2087	1781
25-44	3551	3330	3035
45-64	2677	2720	2386
Over 64	542	571	339
Total	**8870**	**8709**	**7541**

7 (c) Education Profile

Education Level at Entry	Learners 2018	Learners 2019	Learners 2020
No Formal Education or Training	180	123	108
Primary Education	932	852	500
Certificate NFQ Level 1 or 2 (Full/Major Award)	0	7	40
Junior/Inter/Group Cert, GCSE, O Levels, NFQ Level 3 (Full/Major Award)	2,612	2,017	1,147
Transition Year	20	73	61
Certificate NFQ Level 4 (Full/Major Award)	342	241	213
PLC NFQ Level 4 or 5	61	66	26
Leaving Certificate/ A Levels/Applied Leaving Certificate	2,263	2,542	2,052
Certificate NFQ Level 5 (Full/Major Award)	864	884	806

Advanced Certificate NFQ Level 6 (Full/Major Award)	354	246	329
Higher Certificate NFQ Level 6	157	170	268
Diploma NFQ Level 7	0	0	4
Ordinary Bachelor Degree, Diploma NFQ Level 7	386	538	539
Honours Bachelor Degree	160	268	491
Professional (NFQ 8+)	10	55	176
Post-Graduate	78	152	316
Other non-NFQ aligned FET	33	211	233
Unknown	418	263	232
Total	8,870	8,708	7,541

8. Staffing Profile

8 (a) Staffing Overview

Role	2018	2019	2020
Total Teachers/Tutors/Resource Persons FTE	251.7	249.2	2477
Total Guidance Counsellors FTE (include PLC and AEGI)	7	7	7
Total Administrators FTE (at centre/college level)	21.7	21.7	21.3
Corporate (Finance/IT etc.) FTE (at head office level)	13.2	13.2	15.2
Administrators to FET Managers at Head Office	2	2	4

8 (b) Teacher to Learner Ratio

Programme	2018	2019	2020
Youthreach (include resource, teachers and tutors) FTE	52.4	54.7	55.1
Youthreach Starters	257	310	320
Ratio	5:1	6:1	6:1
VTOS (include teachers and tutors) FTE	49.6	49.9	49.7

VTOS Starters	610	550	516
Ratio	12:1	11:1	10:1
PLC (include teachers and tutors) FTE	73.5	68.2	66.3
PLC Starters	1715	1789	1960
Ratio	23:1	26:1	30:1
Part-time (Adult Literacy, Community Education and BTEI teachers and tutors) FTE	76.2	76.4	75.9
Part-time Starters	6447	6256	4724
Ratio	85:1	82:1	62:1

9. Collaborations and Partnerships

9 (a) National Agencies

Crosscare
Department of Education and Skills
Department of Further and Higher Education and Research, Innovation and Science
Department of Social Protection
Dyslexia Association of Ireland
Education and Training Boards Ireland
Health Service Executive
Irish Refugee Council
Irish Wheelchair Association
National Learning Network
Probation Service
QQI
Respond
SOLAS

9 (b) Regional Partners

Colleague ETBs
Mid-East Regional Skills Forum

9 (c) Other Partnerships and Networks

Bray Area Partnership

Bray Local Drugs Task Force
Citizens Information Services
Community Employment Schemes
County Kildare Leader Partnership
County Wicklow Partnership
East Coast Regional Drugs and Alcohol Taskforce
Employability Services
ETBI Quality Assurance Network
Family Resource Centres
Jigsaw Wicklow
Kildare County Childcare Committee
Kildare County Council
Local Employment Services and Obair
RPL Practitioner Network
South Western Regional Drugs and Alcohol Taskforce
Wicklow County Childcare Committee
Wicklow County Council