

## Template Inaugural Review Action Plan

### Donegal Education and Training Board



March 2022

Three months after the publication of the **Review Report**, the ETB is required to submit to QQI its **Action Plan**, outlining how it plans to address the recommendations of the **Review Report** and identifying any specific actions to be undertaken. This template has been developed to assist ETBs in meeting this reporting requirement.

#### Part 1: Dissemination of Review Report Findings

An outline of how the review findings and recommendations have been disseminated and discussed throughout the ETB's governance and wider organisational structures and networks;

Following the QQI publication of the Donegal ETB Inaugural Review Report on the 13<sup>th</sup> December 2021 a number of communication channels were used to disseminate the information regarding its publication.

- The report was [published](#) as a news item on Donegal ETBs **website** on the 16<sup>th</sup> December 2021.



- To help further create an awareness of the report, news items were posted via Donegal ETBs **social media** accounts including LinkedIn, Twitter and Facebook which has over 10,000 followers.
- All **external stakeholders** who participated in self-evaluation consultations and during the review week were notified of the report publication via email which included a link to the report.
- Internally the FET Service's senior management team **emailed** the report to programme coordinators and service and centre Managers for wider dissemination to all staff as part of our internal communications procedures. Following this email, the report was discussed as a **standing QA agenda item in FET meetings** including executive groups, working groups and staff team meetings. The report has also been published on the internal Quality Assurance Portal which is accessed by all staff.
- Members of the Donegal ETBs **QA Governance and Management groups** were emailed notifying them of the publication of the report which was added as an agenda item to each of these groups scheduled meetings.
- Donegal ETB **FET Students** were notified through social media, classroom discussions, programme student representative forums and via email.
- Donegal ETB are in the process of planning **staff information and consultation events** in the second quarter of 2022 to further disseminate information about the report and to consult with staff regarding the actions and QA planning that have been identified in response to the review recommendations and commendations.

## Part 2: Planned Actions to Address Review Report Findings

	<b>Recommendation</b> <sup>1</sup>	<b>Commentary</b> <sup>2</sup>	<b>Planned Actions</b> <sup>3</sup>	<b>Planned Completion Date</b> <sup>4</sup>
<b>1</b>	<p>1. The review team recommends wider representation of learners within the governance structures to strengthen the learner voice in ongoing self-evaluation at Donegal ETB. The regular systematic collection of student views and ensuring the inclusion of a wider diversification of voices within the formal structures will be fundamental to shaping of Donegal ETB's improvement journey.</p>	<p>Mechanisms for the collection of the learner voice currently include, the Student Voice Forum which has been held annually since 2020, the annual AONTAS Regional learner forum and various surveys and reports including the review of Donegal ETB's COVID-19 responses and their impact on Quality Assurance, Teaching, Learning and Assessment as requested by QQI alongside local student feedback activities.</p> <p>Further mechanisms for the inclusion and representation of the student voice within our QA governance structures will be investigated and explored.</p> <p>Alongside these, approaches will be developed including systematic and regular student surveys, ensuring students' views are collected and the feedback received is utilised to inform quality assurance development and programme improvement.</p>	<p>Donegal ETB will continue to develop mechanisms for the regular and systematic collection of student views ensuring the inclusion of a wide diversification of voices within formal quality assurance structures to allow them to contribute to:</p> <ul style="list-style-type: none"> <li>• Quality assurance (QA) enhancement and the development of the integrated QA system.</li> <li>• Programme evaluations to help continual improvement in programme delivery.</li> <li>• Self-monitoring and evaluation to inform improvement.</li> </ul>	2023

<sup>1</sup> A number of recommendations may be combined where they are addressed by a common action.

<sup>2</sup> Provide an overview of the ETB's plans to address the recommendation.

<sup>3</sup> Add or remove rows as appropriate.

<sup>4</sup> This should be no later than 5 years following the publication of the review report.



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	<p>6. The review team recommends wider and deeper engagement with both internal and external stakeholders to ensure that all voices, particularly the learner voice, are able to shape and influence the emerging single QA process.</p> <p>8. The review team recommends wider representation on the QA governance structures. This will strengthen the shaping of Donegal ETB’s improvement journey and will ensure the inclusion of a wider diversification of voices within the formal structures. Specifically, the review team recommends the inclusion of learners, industry and community sector representatives throughout the QA structures as relevant; and that systematic wider and deeper engagement with these groups to ensure all voices, particularly the learner voice, are able to shape and influence the emerging single QA process.</p>	<p>Donegal ETB will explore and identify opportunities for the inclusion of learners, industry and community stakeholders across QA governance structures. The key aim is to ensure engagement with learners and other external stakeholders is systematic, enhanced and broadened.</p>	<p>A review of current QA governance membership will be undertaken to include more diverse representation including the voice of students, industry and community stakeholders.</p> <p>Protocols will be established for engagement with industry and community stakeholders to systematically document how the ETB engages with these groups, and how they can input into our QA governance structures.</p>	<p>2023</p> <p>2022</p>



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2	2. The review team recommends the development of a programme plan with clear priorities, targets and timelines to take its quality assurance journey to the next level. This should include the development of a route map to QA integration, supported by robust programme management with associated priorities, targets and timelines to drive continuous improvement.	<p><b>An internal operational action plan</b> is in development which will identify clear priorities, actions, outcomes and timelines to support the progress and implementation of the integrated QA system. This will be supported by a roadmap which will clearly identify the five-year timeline and associated actions for the development of an integrated QA system.</p> <p>To assist with the project management and route map required for the integrated QA system a <b>QA steering group</b> will provide support, advice and guidance to the Quality Assurance Support Service Team (QASS) to ensure the ‘Operational Action Plan’ and associated project plans allowing for a coordinated and consultative approach within required timelines.</p>	Donegal ETB will develop an internal operational QA action plan to help monitor, review and evaluate QA actions which have been identified within the QQI review Report.	2022
			A Quality Assurance Steering group will be established to pilot and project manage short, medium and long term quality assurance plans allowing for the further development of the Integrated Quality Assurance system.	2022
			An initial one year plan will be created based around the 7 themes of grouped recommendations identified in the review report and this will form the basis of the developing QA system.	2022

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	<p>9. Recognising work already underway to progress the QA integration project, the review team recommends that any further work undertaken includes analysis of consistent and wide reaching qualitative and quantitative data for quality enhancement purposes and ensures regular thematic analysis and benchmarking</p> <p>10. The review team recommends, therefore, the establishment of a robust programme plan with achievable timelines for the completion of the integrated quality assurance approach</p>	<p>Regular reports will be produced which will present qualitative and quantitative data to support QA improvements which will include regular thematic analysis and benchmarking. Reports will be established in response to student voice activities, staff and other stakeholder surveys and feedback as well as by MIS/PLSS data reporting.</p> <p>While progress has been made in developing ETB-wide quality assurance (QA) policies and procedures, this work will be accelerated with the creation of a comprehensive QA system.</p>		
<b>3</b>	<p>3. The review team recommends that Donegal ETB make more effective use of data in any self-evaluation and the use of evidence to improve performance by making use of key performance indicators. The review team further recommends benchmarking within Donegal ETB to support quality enhancement to ensure consistency for each and every</p>	<p>A systematic approach to ways of self-monitoring and evaluation will be developed this will include:</p> <ul style="list-style-type: none"> <li>• A robust review framework to monitor and review current programmes</li> <li>• Systematic programme evaluations to engage students (encompassing a wide and representative sample from across the FET service) to collect feedback</li> </ul>	<p>Produce and implement a Self-Evaluation, Monitoring and Review policy and associated procedures.</p> <p>Establish systematic ways of self-evaluation and monitoring which is supported by data and stakeholder feedback.</p>	<p>2024</p> <p>2024</p>

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	<p>learner as well as scope for continuous improvement.</p> <p>4. The review team recommends that Donegal ETB introduce continuous and systematic self-monitoring and evaluation to support organisational learning. This should be supported by data – standards, targets and indicators – as well as by benchmarking and the systematic collection of feedback from student, staff and stakeholder feedback.</p> <p>5. The review team recommends the introduction of a consistent and comprehensive evaluation of programme delivery and the student experience to support the continued improvement of the quality of teaching and learning.</p> <p>11. The review team, therefore, recommends the introduction of a consistent approach to programme development by Donegal ETB.</p> <p>13. The review team recommends that Donegal ETB develops its use of data for performance monitoring.</p>	<p>pertaining to course content, delivery and assessment to drive improvements across provision including the improvement of teaching and learning.</p> <ul style="list-style-type: none"> <li>● Staff and other stakeholder feedback mechanisms.</li> <li>● Mechanisms for producing relevant data reports for performance monitoring and self-evaluation will be established to ensure improved performance. Once these reports are established benchmarking within the ETB will be identified to support the monitoring of continuous improvement.</li> <li>● Data from existing platforms such as the Programme Learner Support System(PLSS) will be used more meaningfully to support strategic decision-making.</li> </ul> <p>All of the above will be supported by the development and implementation of two key policies:</p> <ul style="list-style-type: none"> <li>● Self-Evaluation, Monitoring and Review policy and procedures</li> <li>● Programme Development and Approval Policy and procedures</li> </ul>	<p>Produce and implement a <b>Programme Development and Approval Policy</b> and procedures to ensure a consistent approach to programme development</p>	<p>2022</p>



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	<p>17.The review team recommends that all programmes are subject to progress reporting and that all teaching and learning is evaluated on a consistent basis to support data gathering and improvement.</p> <p>18.The review team recommends the introduction of a systematic approach to student engagement in course content, delivery and assessment as part of the annual programme review cycle</p> <p>21.The review team recommends that Donegal ETB should explore opportunities for increasing learner engagement in the Student Surveys and Student Voice to ensure more representative feedback.</p> <p>22.The review team recommends the introduction of a robust review framework to help Donegal ETB ensure its programmes are and remain fit for purpose and future-proofed against external environmental changes</p>			





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<b>4</b>	<p>7. The review team recommends that the ETB makes every effort to communicate its best practice examples more widely.</p> <p>20. The review team recommends that Donegal ETB should explore opportunities for developing a structured best practice sharing approach for instructors and teachers to help ensure a greater level of consistency across programme delivery and improve the learner experience.</p>	<p>Mechanisms for sharing best practice between FET instructors, tutors and teachers will be established, these will include:</p> <ul style="list-style-type: none"> <li>• The utilisation of existing FET cross-cutting executive groups to identify and share best practice between these groups.</li> <li>• Establishment of fields of learning/subject group communities of practice.</li> <li>• Creating thematic communities of practice in line with strategic mission and vision of the ETBs FET service</li> </ul>	<p>Document and further establish mechanisms for sharing best practice among staff across the FET Service to support staff development and further enhance the student experience.</p> <p>Establish staff development themes and a CPD calendar of staff development opportunities based around feedback from FET cross-cutting executive groups, the strategic mission and vision of the organisation and the Certification and Approval Board processes for actioning external feedback.</p>	2023
<b>5</b>	<p>12. The review team recommends the urgent completion of a revised policy on certification approval, which is currently being addressed by the ETB</p>	<p>The framework for a policy and its associated procedures for the Fair and Consistent Assessment of Learners has been developed. A working group will be established to oversee and progress the</p>	<p>Devise a revised and updated policy and procedures for the Fair and Consistent Assessment of learners.</p>	2023



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		development and implementation of the policy.		
<b>6</b>	<p>14. The review team recommends that the CAG develops annual plans and key performance indicators which go beyond social media engagement</p> <p>15. The review team recommends that Donegal ETB explore additional opportunities to develop and strengthen its communications strategy and channels and to consider more ways of utilising digital communications both internally and externally.</p> <p>16. The review team recommends that Donegal ETB should explore further opportunities to develop a structured rebranding and communications plan for the service, with defined targets and benchmarking, in order to fully engage with stakeholders and raise awareness of the services and support that can be offered.</p>	<p>Presently the ETBs Communications Advisory Group (CAG) has a clearly stated aim and a specific terms of reference.</p> <p>A lot of work has been undertaken in rebranding the ETB locally alongside re-branding of FET locally as an option of first choice for not just school leavers but also as an opportunity for life-long learning within the diverse demographic of the county.</p> <p>National collaboration by Donegal ETB with ETBI and SOLAS have all helped to increase the standing of FET both locally and nationally since the ETBs were formed.</p> <p>To create a deeper understanding and further branding of FET locally all communications channels and media will be further explored.</p>	<p>A clear FET communication plan will be developed with performance indicators which utilises digital communications both internally and externally alongside other communications mediums .</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>• Defined targets (and monitoring mechanisms) which illustrate improved awareness of the FET programmes, services and supports offered.</li> </ul> <p>A long term project in marketing and re-branding FET will be developed to help both internal and external stakeholders understand the wider benefits, programmes and services the ETBs FET service can offer.</p>	<p>2022</p> <p>2024</p>



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<b>7</b>	19. The review team recommends that Donegal ETB reviews the provision of support across all services and works towards consistent and equitable application across the service and within each FET programme.	<p>A review of learner supports will be completed. Following this an analysis of findings will be presented to FET SMT with clear actions.</p> <p>The actions will be implemented and monitored to ensure improved processes and practices lead to an equitable student experience.</p>	A review of current learner supports will be carried out with a view to creating a systematic approach to supporting learners across the FET service programmes.	2023