

FETAC Monitoring Report

Date of Completion

23rd February 2009

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Monitoring Report

1. DETAILS OF THE PROVIDER			
Name of Provider			
SQT Training Ltd			
Address		The Callan Centre National Technological Park Limerick	
Email Address		scunningham@sqt.ie	
Contact	Siobhan Cunningham Ailish Cummins	Telephone	061 339040
Type of Provider	<p>SQT Training Ltd is a private provider established in 1989. It operates on a commercial basis and provides education and training programmes in the area of technical management to Irish and multinational service and manufacturing organisations. FETAC programmes in health, safety, food and environment are offered.</p> <p>The company headquarters are located in the National Technology Park adjacent to the University of Limerick. This is the administration hub for SQT from which all aspects of course administration, certification, assessment, marketing, accounts, preparation of training materials and on-going pre and post training customer care is managed.</p>		
Forms of Programme Delivery	Outside venues; hotels, conference centres, etc.		

2. EDUCATION and TRAINING CENTRES

(FETAC clarify whether all or just FETAC registered)

Location		Number of Tutors		Number of Learners		FETAC Programmes Offered
The Callan Centre National Technological Pk Limerick		All tutors part-time		FETAC '08 202 32 28 (7500 annual approx)		L22426 <i>Implementing HACCP</i> C30262 <i>Building Energy Rating</i> E30179 <i>Train the Trainer</i>

3. MONITORING VISIT PLAN

Visit Start Date	6 th February 2009	
Visit end date (if other)		
Type of Visit Undertaken	Initial ✓	Follow-Up
Procedures Monitored ✓	B1: ✓ B2: ✓ B3: ✓ B4: ✓ B5: ✓	B6: ✓ B7: ✓ B8: ✓ B9: ✓
Monitors Name	FM01	

4. SELECTED SAMPLE

Monitoring concentrated on a review of SQT 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 .Particular focus was directed towards BER provision at SQT and recent certification in this area.

Assessment evidence submitted for all recent certification was available and a sample was reviewed.

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

	Meetings Held				
	Staff (incl. Management)		Learners		
Centres Visited	Total	Sample	Total	Sample	Programmes Sampled/learner groups
The Callan Centre National Technological Park Limerick	Managing Director & Internal Verifier		2 tutors (phone) 2 learners (phone)		HACCP (0903)

5. EVIDENCE REVIEWED

Review Of Records

- QA Manual – policies and procedures
- Programme brochures
- Website
- Course Manual
- Minutes of Meetings
- Learner Feedback
- Trainer Feedback
- Self Evaluation – Programme Improvement Plan
- Learner Evidence – HACCP & BER
- Learner Evidence – storage area
- Staff Induction Book
- Attendance Records
- Course Statistics Sheet
- Receipt of Assignments – cross check log
- Tutor Business Agreement
- Summary Marking Sheets

Observation of Facilities and Resources

SQT is located on the east side of Limerick city in a modern single storey building which accommodates a reception area and administration offices. All SQT programmes are delivered off site at hotel venues, conference centres or clients premises.

6. Summative Assessment of the Provider's QA System		
Evaluation Criterion	Evaluation	
	Good Practice Yes/No	Area for Improvement Yes/No
6.1 Effective <u>Implementation</u> of Quality Assurance Procedures <ul style="list-style-type: none"> Is the provider implementing the quality assurance procedures as agreed (including consistently implementing the procedures in the centres of a multi-centre provider)? 	✓	
6.2 Effective <u>Monitoring</u> of Quality Assurance Procedures, and evaluation of effectiveness of the procedures <ul style="list-style-type: none"> 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? Is corrective action taken to remedy deficiencies identified by implementation of the quality assurance procedures? Is the effectiveness of the quality assurance procedures evaluated? 	✓ ✓ ✓	
6.3. Effectiveness of Quality Assurance Procedures <ul style="list-style-type: none"> Are the quality assurance procedures as implemented effective in maintaining and improving the quality of programme design and delivery? 	✓	✓

7. Good Practice Identified	
Policy Area	Good Practice
	Summary Statement(s) of Key Elements of Good Practice Identified in this Policy Area
Communication	<ul style="list-style-type: none"> • In depth programme information to learners and clients. • Comprehensive and easily navigated website including FAQ and FETAC sections. • System of 'lead tutors' to cascade information to tutor team; verifier in CPD log. • Comprehensive system of tracking information to clients, learners, etc.
Equality	<ul style="list-style-type: none"> • SQT Policy statement on Equality and Diversity documented; issued to staff at induction.
Staff Recruitment and Development	<ul style="list-style-type: none"> • Comprehensive staff induction process; induction pack, verified checklist, etc. • CPD log retained centrally. • SQT/FETAC assessment guideline issued to staff and facilitated by 'lead tutor'. • Professional Development encouraged and supported. • Business agreement/contract issued to all staff. • Staff required to complete a Train the Trainer qualification.
Access, Transfer and Progression	<ul style="list-style-type: none"> • FETAC certification clearly promoted. • Course website and course documentation clearly states entry requirements, benefits, terms and conditions, level, assessment, etc. for each programme.
Programme Development, Delivery and Review	<ul style="list-style-type: none"> • All course materials prepared by SQT subject experts. • Course handbook issued to each learner on course commencement. • Ongoing review of course materials; system in place to assure document revision. • Learner Evaluation is core to the SQT business strategy. Evaluations are comprehensive and provide the opportunity for in-depth feedback and comment. • Comprehensive management information system supporting evaluation, review and continuous

	improvement; performance indicators flagged to MD for action as appropriate.
Fair and Consistent Assessment of Learners	<ul style="list-style-type: none"> • Assessment guidelines issued to both learners and staff. • Tutor team briefed by 'lead tutor' on assessment guidelines, etc. • Cross moderation on some programmes with cross moderation log retained. Commitment made to roll out cross moderation across all FETAC programmes. • Internal Verification is rigorous with 100% sampling currently employed. • External Authenticator input has been appropriate, employing a suitable sampling strategy.
Protection for Learners	<ul style="list-style-type: none"> • SQT is not subject to Section 43 of the Qualifications Act 1999 as it does not offer programmes of 3 months duration or more.
Sub-contracting/Procuring Programme Delivery	<ul style="list-style-type: none"> • SQT engages a process to brief all trainers in its obligations towards meeting FETAC QA requirements. This is facilitated by the lead trainer in each area.
Self Evaluation of Programmes and Services	<ul style="list-style-type: none"> • SQT has completed its first Self Evaluation process with a Programme Improvement Plan indicative of a rigorous approach by all involved. Significant verified action on the PIP recommendations was observed.
Summary of Good Practice	<ul style="list-style-type: none"> • SQT management and staff are committed to delivering a quality product driven by a culture of excellence. This was endorsed, in telephone interviews, conducted with both learners and training staff. Administration of QA is comprehensive. Roles are clearly defined and there was significant evidence that tutors and staff contribute to programme review and continuous improvement. Quality Assurance is very high on the agenda at SQT.

8. Areas for Improvement Identified

Recommendations to Provider	The provider must:	By this date
8.1 Essential Recommendations	<ul style="list-style-type: none"> Comprehensively document a protocol for the Authentication Process, the Appeals Process and Results Approval. 	3 rd Apr '09
	<ul style="list-style-type: none"> For each programme, where appropriate, retain sighted copies of learner evidence of acceptance on the basis of meeting minimum entry requirements, e.g. L6 Certificates, etc. In the case of acceptance on 'equivalent' grounds, clear criteria should be defined and evidence of decisions made retained. A file of unsuccessful applications should also be retained in this regard. 	3 rd Apr '09
	<ul style="list-style-type: none"> Develop banks of questions from which to collate examination papers, following a well defined and verified procedure. This bank of questions should be reviewed regularly with evidence of this review retained. <p><i>Provide the monitor with a progress report by email as scheduled above.</i></p>	3 rd Apr '09

Recommendations to Provider	The provider should consider
8.2 Developmental Recommendations	<ul style="list-style-type: none"> • Reviewing and updating all Procedures, B1 – B9, to reflect existing good practice at SQT and present documentation for Policy areas B5 and B9 using the recommended template. • Documenting policy and procedures for policy area B8, as it is agreed that SQT does engage subcontractors for programme delivery. • Expanding the learner authorship statement to include verification of understanding of policy/procedure on plagiarism, submission, reasonable accommodation, etc. • Reviewing the existing system of cross moderation, and roll this out across all FETAC programmes. Include staff verification of this procedure. • Introducing staff verification of the Venue Check list and receipt of venue Safety Statement. • Including a Protection for Learners and an Equality/Diversity statement in all literature, website, etc.

9. FETAC Monitoring – Conclusions and Outcomes	
Centre	SQT The Callan Centre National Technological Park Limerick
Provider Registration No.	38111U
Date of Monitoring Visit	6 th February 2009
Type of Monitoring Visit	First
Monitoring Conclusions	Quality Assurance is effective in maintaining and improving the quality of programmes and services subject to SQT Management addressing minor issues identified in the monitoring report.
Monitoring Outcomes	<ol style="list-style-type: none"> 1. Management and staff at SQT are commended on good quality practices. 2. Provider is required to implement recommendations as specified in the report. 3. Provider is required to a complete Self-evaluation in one year to report on improvement, with particular attention to the recommendations made in this Monitoring report. 4. Provider to make progress report to Monitor within agreed timescales. 5. FETAC monitoring recommended in 2 years
Monitor	FM01
Date	23 rd February 2009

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 the FETAC Monitor.

Feedback and Comments

8.1 Essential Recommendations

1.0 Please can you provide further clarification of what is required by "Comprehensively document a protocol etc.". I have attached our Work Instruction for "Fair and Consistent Assessment of Learners" which was written following a FETAC workshop on the Assessment and Appeals process and would also highlight the very comprehensive "Accreditation / FETAC" section on our website www.sqt.ie, so to help us identify what is missing we would welcome further clarification.

2.0 Understood

3.0 Understood

8.2 Developmental Recommendations

1.0 We would welcome further clarification on what is required to be updated in the procedures B1 to B9 to reflect existing good practice at SQT. We understand the comment to switch procedures B5 and B9 into the standard procedure template – is this a specific FETAC requirement for compliance or more acceptable from a cosmetic perspective?

2.0 Understood

3.0 Understood

4.0 Understood

5.0 Understood

6.0 Protection of Learners and the Equality Policy is included in our Quality Manual a copy of which is available on site at SQT and also to all learners on our website. My understanding of what is required by this action is to include a specific statement on Protection of Learners in the FETAC section of the website so that Learner can more easily find it. Please clarify if this is not correct or complete.