



## Policies and Procedures for QOI Quality Assurance

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## B1 Communications

Policy: It is the policy of the National Childhood Network to promote clear open communications with staff, tutors, learners and other stakeholders.

NCN			
<b>Procedure Title:</b>	<b>B1.1 Communication with learners</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that learners feel supported and can give feedback on their individual and collective experiences on the NCN training programmes			
<b>Staff Involved:</b> Tutors, Training Development Officer, Assistant Training Development Officer and ultimately the CEO			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
From the outset of programme delivery, learners are made aware of the support offered by NCN through Induction and the details contained within the Student Pack. Learners are put in touch with NCN prior to programme commencement if they are deemed to have additional needs or if the DSP believe NCN can advise them about their suitability to work in the sector	TDO - Learners	Student Pack given to learners at commencement of programme. DSP contact NCN to request help and guidance for individual learners as the need arises. The helpdesk is available to learners and tutors throughout the cycle of training through which the learner can raise any issue. NCN operate an open door policy and students can call into the office to access resources, internet, printing and research facilities, as well as help with their assignments	
Meetings between tutors and learners	Tutor and Learners	Induction, Mid-term Evaluation and end of programme evaluation forms documented. Any issues that arise are communicated to NCN immediately	

Communication between Training Development Officer and learners	TDO, Tutors and learners	<p>Within the Tutor and Student Packs there is Student/Tutor Expectations and also Complaint Forms for both Learners and Tutors</p> <p>Telephone, email and face to face meetings. Website, Facebook and research library also available</p>
Communication between Training Development Officer/Asst. Training Development Officer and all other stakeholders i.e. DSP	TDO - Asst. TDO	Contact is ongoing throughout the programme with a range of stakeholders including Pobal, CCC's the DSP and Local Employment Service Officers
Meetings between tutors and learner groups	Tutors and Learners	<p>A Mid Term Evaluation Meeting is held between Tutor and learner on every programme module which is documented. Students have access to the tutor through email/sms at all times during the course.</p> <p>Completed evaluation sheets</p>
<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
CEO and Training Development Officer	At the end of each programme or throughout programme if the need arises	<p>Reviewing Evaluation sheets and feedback as required</p> <p>Contact with Tutors by phone, email or tutors calling to the Training Unit. Issues raised by Training Development Officer</p>

## B1.2 Communications with staff

Policy: It is the policy of National Childhood Network to ensure that all information relevant to the delivery and authentication of a programme is made available to staff involved in delivery and other stakeholders as required

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B.1.2 Communications with staff</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that information relevant to programmes and services is available to staff involved in delivery			
<b>Staff Involved:</b> Training Development Officer, Asst. Training Development Officer, Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Telephone, Email and face to face contact to ensure relevant information is available to tutors  Training Resource Folder for individual programme awards are made available and a Tutor Pack is also compiled for use during delivery  Resources that are relevant to the programme delivery are also made available to tutors and learners	Training Development Officer, Asst Training Development Officer  Training Development Officer	Emails, Resource Folders, Tutors Pack, Facebook, Website, Staff Handbook, Tutor Evaluation Sheets Helpdesk. Face to face meetings  Emails, Resource Folders, Tutors Pack, Facebook, Website, Staff Handbook, Tutor Evaluation Sheets Helpdesk, face to face meetings	
As directed by the NCN Board 3 CPD days are held throughout the year	Training Development Officer Tutors	Agendas for CPD Days Emails, Facebook, emails, txt, phone Completed Evaluation sheets	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
CEO & Training Development Officer	Each Quarter	NCN Board , Review by Training Development Officer, Evaluation Sheets	

### B1.3 Communication with other stakeholders

Policy: Regular contact is made between all stakeholders to include tutors, learners, sponsors, early year's services, DSP, Pobal, and County Childcare Committees to ensure open and honest communication

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B 1.3 Communication with other stakeholders</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that other stakeholders have access to information on programmes and services			
<b>Staff Involved:</b> Training Development Officer, Asst. Training Development Officer, Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Production and dissemination of programmes and outlines	Training Development Officer Asst. Training Development Officer CEO	Fliers, Application Forms and Tenders, Invoices, Emails, Letters, Reports to Pobal (Funder) Report to Early Years Policy Unit. Group Txt. Contact with County Childcare Committees via email etc	
Website & Facebook with information on courses	Training Development Officer	Website and Facebook	
Production of Training Calendar	Training Development Officer, Asst. Training Development Officer	Calendar	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Ongoing	website and calendar, collaborative feedback from other agencies, face-book etc.	

## B2.Equality

### Policy:

The National Childhood Network is an Equal Opportunities Organisation. As such it is committed to Equality of Opportunity for existing and potential employees and all other individuals who come into contact with the NCN. The purpose of this Policy is to create an organisation which provides Equal Opportunities to all staff, visitors, learners, early years and school age practitioners and the children and parents attending such services, where their dignity is protected and respected at all times.

All persons regardless of Gender, Marital Status, Family status, Race, Religious beliefs, Sexual Orientation, Disability, Age or Member of the Travelling Community will be provided with equality of access to employment and services and also encouraged and assisted to achieve their potential. We will continue to foster a genuine culture of Equality in line with the Vision & Mission statement of the National Childhood Network and appropriate legislation.

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B2.1 Equality Training</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that staff are aware of equality issues			
<b>Staff Involved:</b> Training Development Officer, NCN direct staff and Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
At Induction all new tutors/learners are made aware of NCN's Equality policy	Training Development Officer	Equality Policy Student and Learner Handbook Membership of SMA and The Wheel Attendance at CPD	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	6 monthly	Review all documentation and policies Email to direct staff to ensure they are aware of the Equality statement in the tutor/Learner Handbook Updates to Staff Handbook as legislation is updated Review training offered by The Wheel	

NCN			
<b>Procedure Title:</b>	<b>B2.2 Equality Planning</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that a plan exists to realise equality objectives			
<b>Staff Involved:</b> Training Development Officer/Equality Officer, Snr. Síolta/Aistear Manager			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>NCN is a rights based organisation and Equality in the form of Identity &amp; Belonging the Síolta (The National Quality Framework for Early Childhood Education) standard and the Aistear (The Early Childhood Curriculum Framework) theme is threaded through all the work we carry out.</p> <p>We are a member of the Wheel and the Small Firms Association and are advised on a regular basis with regard to any issues that may arise in this area together with CPD available</p>	All staff, Roles	<p>Equality Policy</p> <p>Staff Handbook</p> <p>Documented throughout all training programmes in order to comply with the National standards</p> <p>Tutor Checklist will identify any additional needs and a report is made to NCN</p> <p>Completed Tutor Evaluation identifies the make-up of the Group</p> <p>Attendance at training provided by The Wheel and Small Firms Association</p>	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Equality Officer	Annually	Review of policy and CPD requirements of all staff	



### B3.1 Staff Recruitment and Development

Policy:

To ensure that NCN has a systematic approach to the recruitment and further professional development of staff engaged in programme and service delivery.

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B3.1 Staff Recruitment and selection</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that clear recruitment criteria and a recruitment process is in place and that all staff have access to induction training			
<b>Staff Involved:</b> CEO and appropriate Line Manager			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Staff Vacancy agreed at Board Level Pre Recruitment procedures	CEO and Board  Line Manager	Agreed job descriptions Person specifications Agree advert	
Advertising Procedures	CEO Line Manager	Advertisements Takes Enquiries email and phone	
Application forms	CEO Line Manager Panel	Application form , Short-listing protocols Interview Notes and Feedback	
Appointment and induction of successful candidates	Line Manager	CPD Days arranged in accordance with role and responsibility of appointee i.e. (HISS Programme)	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
CEO	In line with updated employment legislation and guidance from Small firms Association and The Wheel	Review in accordance with updates from Small firms and The Wheel Review and inspection of policy annually or when an issue presents itself	

NCN			
<b>Procedure Title:</b>	<b>B3.2 Staff Induction</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure a process is in place to Induct all new staff who join NCN either on the staff team or as a contracted tutor			
<b>Staff Involved:</b> All staff involved in recruitment process			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Induction training – CPD Days – depending on programme i.e. HISS, QQI, CPD TOTs	Line managers	Induction check list Staff Handbook Staff Training Records Evaluations	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
CEO	In line with employment legislation and guidance from Small Firms and The Wheel	Review of policy and staff handbook	

NCN			
<b>Procedure Title:</b>	<b>B3.3 Staff Development</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure a process is in place to identify, and meet the development and support needs of staff			
<b>Staff Involved:</b> All staff involved in recruitment process			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Induction training days Support and supervision meetings Attendance at national meetings by tutors representing NCN. Attendance at events in the sector to promote the work of NCN	Line managers	Induction Check list Staff Handbook Support and supervision meetings documented Staff Training Records Evaluations	
Support and supervision	Line managers	Supervision logs	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
CEO	In line with employment legislation and guidance from Small firms and The Wheel	Review of policy and staff handbook	

## Access, Transfer and Progression

Policy: National Childhood Network is committed to enable learners to:

- Make informed choices regarding programmes on offer
- Enter programmes without any unnecessary barriers and recognising prior learning
- Participate successfully in a programme
- To transfer or progress on to other certified programmes

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B4.1 Information Provision</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that information which facilitates successful participation is available to learners			
<b>Staff Involved:</b> Training Development Officer and tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Information is published in various formats which includes details of programme content and assessment  Regular contact with DSP and others to request information about exemption  Copies of certs retained for Extern  Records on QQI QBS of exemption against individual student record	Training Development Officer  Tutors	Tutor Pack  Student Information Handouts  Website  Emails and request received for Exemption  Helpdesk  One to one meetings between TDO and learners	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	As required and reviewed during and after each programme	Review Tutor Pack and website information  Elicit feedback from DSP and other agencies to ensure we are meeting their needs	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B4.2 Learner Entry Arrangements</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure there is a fair and consistent approach as to how learners enter the programme			
<b>Staff Involved:</b> Training Development Officer, Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Advice/guidance is made available to learners to assist them to make appropriate choices. Approaches are made to us by DSP and individual students for advice and guidance through the Helpdesk	Training Development Officer Tutors	Learner Handbook, Documented Assessment and Appeals Process Completed Induction Sheets Evaluation Sheets Email Responses Helpdesk	
Programme details are published	Training Development Officer and Asst. Training Development Officer	Fliers Response to Application for Accredited Training Tenders Website/Facebook/Email/phone Helpdesk enquiries	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Before during and at the end of each programme	Review of Induction Sheets Any issues that may arise in the mid-term evaluation meeting reported back to NCN Review of learner feedback sheets Issues raised through helpdesk Face to face meeting with the Training Unit	

NCN			
<b>Procedure Title:</b>	<b>B4.3 Recognition of prior learning</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that there is a statement of arrangements for recognition of prior learning in place			
<b>Staff Involved:</b> Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
NCN is not an RPL Centre however we do get requests in from learners making application for exemption	Training Development Officer	Completed Application forms, evidence of previous achievement  Emails/Queries to QQI  Update to QBS where exemption has been granted	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Ongoing	Review responses and communicate to learners in a timely manner	

NCN			
<b>Procedure Title:</b>	<b>B4.4 Facilitating Diversity</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that programme content is adapted and that specific supports are made available to meet the needs of learners			
<b>Staff Involved:</b> Training Development Officer, Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Tutor Checklist Student Pack	Tutors	Completed Induction Sheets Equality Statement Health & Safety Checklist of venue Learner Feedback Sheets Ongoing Contact with Tutor Ongoing access to the NCN Helpdesk	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	During and following every programme	Review of individual Induction and feedback sheets	

## B5.1 Programme Development, Delivery and Review

Policy: It is the policy of National Childhood Network to provide high quality training that meets the needs of learners

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B5.1 Need Identification</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that programmes meet identified needs			
<b>Staff Involved:</b> Training Officer, Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Discussions with Voluntary Childcare Organisations and other sector organisations as to the need for a particular programme  Requests from DSP and individual learners  Learner Fund – approaches from learners availing of this funding	Training Development Officer  Tutors	Emails  Application for Accredited Training  Tender documents  Learner and requestor enquiries	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	During and after programme	Review of feedback sheets	



<b>NCN</b>			
<b>Procedure Title:</b>	<b>B5.2 Programme Design</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure programmes reflect National Childhood Network mission and adhere to policies on access, transfer, progression and assessment			
<b>Staff Involved:</b> Training Development Officer and tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Emails between Training Development Officer and Tutors Minor award resource packs Internally Devised Assignment Briefs Provider Assessment Policy  Skills Demonstrations in Workplace witnessed by assessor If externally designed – advertise with appropriate agencies, tender process and contact with successful organisation on design	Training Development Officer and Tutors	Emails Tutor Pack Resource Packs for individual minor wards Emails from subject matter experts Assessment Plan Appeals Process Skills Demonstration in workplace Skills Demonstration reports Helpdesk queries	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Board, CEO Training Development Officer	As directed by Board	Review of evaluation sheets	

NCN			
<b>Procedure Title:</b>	<b>B5.3 Programme approval pre submission for validation</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that programmes receive approval from management prior to being submitted to QQI			
<b>Staff Involved:</b> Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Training Development Officer discusses with Board CEO and other stakeholders details of the programme to be validated	Training Development Officer	Board Minutes Contact with external agencies/developers where appropriate Adverts Emails Programme Application Folder	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	In line with Validation Guide and criteria from QQI	Responses, meetings and guidance from QQI	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B 5.4 Programme Planning</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that plans including schedules and timetables are drawn up			
<b>Staff Involved:</b> Training Development Officer, Asst Training Development Officer and Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Scheme of Work and Sessions Plans	Training Development Officer Tutors	Tutor Checklist Tutor Pack	
Timetables for delivery are agreed and recorded in Application form, tender document and tutor contract  Tutor Resource Packs for individual programmes	Asst. Training Development Officer  Tutors	Application form Tender Document Emails from requestors Contracts Tutor Invoices	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Before, during and following every programme	Review of evaluation sheets Elicit feedback from Applicant Approaches from tutor and learners	

NCN			
<b>Procedure Title:</b>	<b>B5.5 Programme Delivery</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that tutors have sufficient resources to deliver training, opportunities to review the effectiveness of their work and that timetables are adhered to			
<b>Staff Involved:</b> Training Development Officer, tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Regular contact via email, telephone or face to face contact with tutor Resource folders for individual programmes Induction of students and mid-term evaluation meetings Approaches	Training Development Officer Asst. Training Development Officer tutors	Emails, records of changes made following feedback and consultation, induction of students Mid-term evaluation sheets Handouts learning materials within resource folders Tutor Evaluation Learner Feedback sheets	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	During and after each programme	Review all programme feedback	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B5.6 Learner Records</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure records are maintained accurately and appropriately			
<b>Staff Involved:</b> Assist. Training Development Officer, tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Learner Details are computerised and manual	Asst. Training Development Officer	Excel Spreadsheets for each programme	
Attendance Register is completed  Certification Records are maintained  Feedback is procured from learners and tutor  Feedback from Internal and External Authenticators	Asst. Training Development Officer and tutors    Internal Verifier and External Authenticator	Completed Register per programme  Certification folder per programme  Feedback summary  Reports available for all certification periods	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	After each programme	Review of Programme folder containing all feedback sheets including tutor, IV and Extern feedback  Review of certification trend via the Certification folder	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B5.7 Provision and maintenance of learning facilities and resources</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that the resources necessary for successful participation by learners are allocated to and maintained on programmes			
<b>Staff Involved:</b> Training Development Officer, tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Tutor Pack Resource Packs Student Pack Website and Facebook Resource Library and Internet access for Research purposes Access to Training Unit staff and Early Years Specialists within NCN team	Training Development Officer  Tutor	Tutor Pack Checklist Health & Safety Checklist prior to commence of programme Visits to NCN by students Feedback forms Hire of books and publications database Emails	
Learner evaluations	Tutors	Induction Sheets Learner evaluation sheets	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Before, During and after each programme	Review all evaluation sheets	

NCN			
<b>Procedure Title:</b>	<b>B 5.8 Health and Safety</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that premises and facilities are maintained to ensure the health and safety of those who use them			
<b>Staff Involved:</b> CEO, Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Health and Safety procedures in place	Health and Safety officer	Health and Safety statement	
Individual Training locations have their own health and safety checklist A Health & Safety Checklist is completed at each venue	Tutors	Checklists held in yellow folder on desk of Asst Training Development Officer	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Health and Safety officer	Annually or as issues arise	Review of Health and Safety Statement Attention given to any issues of H&S raised at once	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B5.9 Programme Review</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that programmes are regularly reviewed and enhancements made where appropriate			
<b>Staff Involved:</b> Training Development Officer, Assist. Training Development Officer, tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Programmes are reviewed regularly by learners, bodies requesting the programmes and NCN staff	Tutors learners, NCN CEO, Board and staff and other requesting organisations	Learner and tutor evaluation sheets  Contact with CCC's, DSP etc.	
Programmes are reviewed by NCN training Unit. Feedback is collated for each programme and summarised. A report is given to the CEO who will raise any issues with the specific member of staff. A discussion will take place and a plan of action (if appropriate) agreed.	Training Development Officer, Asst Training Development Officer	CEO and Staff discussions  Emails from applicants or contact made by learners, tutor or requesting organisations	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
CEO and Training Development Officer, Snr. Síolta Mentor, Information officer  Tutor /Student	After each programme	Review of learner and tutor evaluations  Attention to be given to tutor suggestions and any learner issues raised - immediately	



## B6.1 Fair and Consistent Assessment of Learners

Policy: National Childhood Network is committed to carrying out assessment of high quality training in a manner that is fair and consistent to learners, NCN is committed to providing learners and tutors with the information necessary for them to fully understand the assessment process.

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B 6.1 Coordinated planning of assessment</b>	<b>Version: 3</b>	<b>Date:</b> March 2016
<b>Purpose:</b> To ensure that NCN's assessment processes are coordinated in the fair and consistent treatment of Learners			
<b>Staff Involved:</b> Training Development Officer, Asst. Training Development Officer and Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
NCN Training Unit plan and review each assessment process	Training Development Officer Asst. Training Development Officer and Tutors	Assessment Plan documented Tutor Contracts Emails from DSP and other agencies Learner evaluation sheets Assessment plan for learners Assessment Documentation includes Assessment Plan, Appeals Process Internal Verification Reports External Authentication Reports Report from Results Approval Panel	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Each certification window	Review of assessment records	

NCN			
<b>Procedure Title:</b>	<b>B 6.2 Information to learners</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that learners have access to information they need to successfully participate in assessment			
<b>Staff Involved:</b> Training Development Officer and Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Written information is made available to learners covering all aspects of assessment	Training Development Officer and Tutors	Student Pack includes all information on assessment for learners in the form of handouts  Induction at outset of programme  Access to NCN Training Staff and Early Years Specialists for Assistance with Assignments	
Tutors/Training Development Officer lead discussions on assessments with learners during induction	Tutors	Induction sheets  Mid term evaluations  Learner evaluation sheets	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Twice yearly	Review of information for learners	

NCN			
<b>Procedure Title:</b>	<b>B 6.3 Security of Assessment processes and material</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that assessment records are maintained in a secure way			
<b>Staff Involved:</b> Asst. Training Development Officer and Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
All assessment records are maintained in files in NCN offices both manually and in computerised format	Asst. Training Development Officer	Learner assignment and receipt system Learner files Certification files, Reports from Internal Verifier and External Authenticators as well as Results Approval Panel	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Each certification window	Review of learner files	

NCN			
<b>Procedure Title:</b>	<b>B 6.4 Reasonable accommodation</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that assessment methodologies are adapted to cater for the needs of learners with a disability			
<b>Staff Involved:</b> Training Development Officer and Tutors			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Learner needs identification include assessment needs	Tutors	Guidelines for Assessors Tutor Checklist to identify any special or individual needs Induction Sheets	
Assignment briefs will be adapted as appropriate	Training Development Officer and Tutors	Scribe services offered Signposts to NALA etc. Learner evaluation sheets	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Each certification window	Review of assignment briefs	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B 6.5 Consistency of marking between assessors</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that assessors mark assessments in a fair and consistent manner			
<b>Staff Involved:</b> Tutors and Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Minor Award Resource Folder compiled to encourage consistency of delivery and marking Assessment Process	Training Development Officer	Resource Folders Internal Verification and External Authentication reports as well as Results Approval Panel feedback	
Tutor and learner feedback elicited  Ongoing guidance and contact with Tutors during programme	Training Development Officer  Training Development Officer and Asst. Training Development Officer	Learner evaluation sheets Tutor evaluation sheets Helpdesk queries Emails and telephone contact	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Traing Officer	Each Certification window	Review of internal verification report and external authentication report	

NCN			
<b>Procedure Title:</b>	<b>B 6.6 Assessments performed by third parties</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that assessment is fair and consistent when carried out by third parties			
<b>Staff Involved:</b> Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
NCN does not employ third parties to carry out assessment	N/A		
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	

NCN			
<b>Procedure Title:</b>	<b>B 6.7 Authentication Process</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that the assessment process is fair, consistent and valid and that outcomes of assessment in the form of learner results are consistent with national standards			
<b>Staff Involved:</b> Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<b>Internal Verifier</b> will check scripts presented for assessment prior to each assessment window	Training Development Officer	An Internal Verification report will be compiled to present to the external authenticator together with a sampling schedule and a report highlighting any anomalies	
An <b>External Authenticator</b> will be appointed by the Training Development Officer to give independent confirmation of fair and consistent assessment of learners in accordance with national standards  Results Approval Panel will be convened to oversee the whole process for each certification window	Training Development Officer  External Authenticator  Report from Results Approval Panel	Internal Verification Report  External Authenticators Report together with sample selected  Results Approval Panel report  Learner certification records  Emails to and from tutors if any anomalies arise	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Each certification window	Review of assessment records	

NCN			
<b>Procedure Title:</b>	<b>B 6.8 Feedback to Learners</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that individual learners receive timely and constructive feedback on their assessments			
<b>Staff Involved:</b> Tutors, Asst. Training Development Officer and Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Tutors meet learners individually and give feedback on assessments during mid-term evaluation and ongoing support as required	Tutors	Tutor/ Learner mid term evaluation Learner feedback sheets	
Training Development Officer and Early Years Specialists will support learners who require additional support	EYS and TDO	Visits to NCN offices Emails to individual learners	
Asst. Training Development Officer communicates provisional results to learners once all processes have been satisfied in accordance with assessment plan	Asst. Training Development Officer	Letter and provisional results sheet	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer & Asst. Training Development Officer	Each certification window	Review of process to highlight where any improvements can be made	



NCN			
<b>Procedure Title:</b>	<b>B 6.9 Learner Appeals</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that learners can appeal an assessment result that they consider to be unfair			
<b>Staff Involved:</b> Training Development Officer, Asst. Training Development Officer, Tutor			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
An appeals procedure is in place	Training Development Officer  Tutors  Asst. Training Development Officer	Appeals procedure – copy given to learners at commencement of programme during induction   Letter with provisional results sent to learners advising them of their right to appeal together with timeline.	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Every certification window	Process appeals as they arise	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B 6.10 Results Approval</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that results are fully quality assured and signed off by NCN prior to submission to QQI for certification			
<b>Staff Involved:</b> Training Development Officer, Asst. Training Development Officer, Staff member			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
A Results Approval panel is convened following External Authentication	Assist. Training Development Officer and selected staff member	Results Approval Panel Report Internal Verification Report External Authentication Report Certification records	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Each Certification window	Review process to highlight any inefficiencies	

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B 6.11 Corrective Action</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that arrangements are in place to deal with errors, omissions or deliberate acts which impact on the validity of the assessment process			
<b>Staff Involved:</b> Training Development Officer			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
A plan for corrective action is in place	Training Development Officer	NCN will in the event of corrective action contact QQI in the first instance	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	When corrective action is necessary	Review process to test its efficiency	

## B.7 Protection for Learners

**Policy:** National Childhood Network is not subject to Section 43 of the Qualifications Act. NCN is committed to ensuring that learners can complete their programme in the unlikely event of NCN being unable to complete a programme

NCN			
<b>Procedure Title:</b>	<b>B 7.1 Protection for Learners Cessation of Programmes</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> NCN is a registered charity and does not offer programmes on a “for profit” basis. NCN is not subject to Section 43 of the Qualifications Act and its training is government Funded			
<b>Staff Involved:</b>			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	

**B.8 Sub-contracting/Procuring Programme Delivery**

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B8 Sub Contracting/Procuring Programme Delivery</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> NCN does not engage second providers to deliver programmes but in line with our policy on progression will assist students with pathways to other training and negotiate on their behalf where appropriate			
<b>Staff Involved:</b>			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
N/A			
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	

## B.9 Self Evaluation of Programmes and Services

Policy: National Childhood Network is committed to undertake regular evaluations at all levels of its training service provision. The outcomes from evaluations will inform future planning and will seek to gather information from

- **Learners**
- **Staff**
- **Management**

<b>NCN</b>			
<b>Procedure Title:</b>	<b>B 9.1 Assignment of Responsibility</b> <b>B 9.2 Frequency and B 9.3 Range of evaluations</b>	<b>Version: 3</b>	<b>Date:</b> Jan 2016
<b>Purpose:</b> To ensure that self-evaluation is embedded as part of NCN QA Processes			
<b>Staff Involved:</b> All Staff in Training Unit/Tutors, Learners, other stakeholders			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Staff are required to carry out ongoing evaluations of programmes  Formal self-evaluation of programme conducted on bi-annual basis	Training Development Officer  Asst. Training Development Officer  Tutors	Learner evaluations including induction, mid-term and end of programme  Tutor Contracts  Tutor Evaluations	
Asst. Training Development Officer ensures that results of evaluations are disseminated as appropriate	Asst. Training Development Officer	Summary of Evaluations	
<b>Monitoring</b>			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	Following each programme	Review of evaluations to highlight where any improvements to the programme can be made	

Asst. Training Development Officer		
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NCN			
<b>Procedure Title:</b>	<b>B 9.2 Learner Involvement</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that learners views are elicited and documented			
<b>Staff Involved:</b> All staff			
<b>Method(s) used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Induction, Mid Term and End of Programme Evaluations	Tutors	Learner evaluation sheets	
Tutors evaluate at the end of each programme	Tutors	End of programme evaluations	
Monitoring			
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>	
Training Development Officer	During Each Programme at Induction Mid Term End of Programme	Review of learner and tutor evaluations and acting on any issues that give cause for concern. Keep all parties informed at all stages of review	



NCN			
<b>Procedure Title:</b>	<b>B 9.3 Methodologies</b>	<b>Version: 3</b>	<b>Date: Jan 2016</b>
<b>Purpose:</b> To ensure that appropriate methodologies are used to effectively carry out self or external evaluations			
<b>Staff Involved:</b> Training Development Officer, Asst. Training Development Officer, other stakeholders			
Method(s) used to carry out this procedure	Who does it	Evidence generated by this procedure	
The Self Evaluation method will be in line with the QQI Policy & Guidelines for providers v1.3 appendix 3 P60	Training Development Officer /Asst. Training Development Officer	Improvements to policy and processes	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Training Development Officer	Annually or more frequently as required	Plan with Training Sub-committee for improvements or determine where changes may be necessary	