

## Document Control

Policy Title	Client Education and Training Policy
Policy Number	019
Owner	Senior Services Manager
Contributors	FETAC Coordinator, OCR Coordinator, Client Services Manager, Senior Management Team.
Version	1.0
Date of Production	01 September 2014
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Post holder responsible for review	Senior Services Manager
Primary Circulation List	Shared Drive
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Restrictions	none

## Version Control

Version Number	Owner	Description	Circulation
1.0	Senior Services Manager	Review	All in SHS

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## **1.0 POLICY:**

This policy covers the following areas:

- Training and Education

Sunbeam House Services (SHS) aims to establish what people's needs, choices and wishes are and provide the necessary supports to meet those needs. SHS aims to promote and improve the quality of learning that is geared towards learners with an intellectual disability.

## **2.0 SCOPE:**

This policy applies to:

- Any person making an application to SHS for support services.
- Any client requiring training within the organisation.

SHS endeavours to identify the training needs of all its learners. Training programmes are based on individual training needs analysis (TNA) of all learners, in accordance with specific training needs that are established. SHS endeavours to develop programmes to meet these needs as an integral part of programme design, planning, delivery and review so as to meet the required standards, in accordance with Further Education and Training Awards Council (FETAC) under the overall awarding body Quality and Qualifications Ireland (QQI) and Oxford Cambridge and RSA (OCR) under the Qualifications and Credit Framework UK (QCF). SHS is committed to the continuous improvement of all of its programmes, so as to ensure that the quality and effectiveness of programmes are developed, designed and adapted to meet the needs of its learners.

## **3.0 ROLES & RESPONSIBILITIES:**

All staff working in SHS are responsible for complying with the policy.

Frontline staff are responsible for implementing and completing the Training Needs Analysis Document.

The FETAC Coordinator, OCR Coordinator, Client Services Manager and the Senior Management Team are responsible for review and revision of this policy in line with the FETAC Quality Assurance Policy Manual.

### **Supporting Documentation:**

Further information can be found in the following document :


*Appendix 1: [Individual Training Needs Analysis Document](#)*

*Appendix 2: [FETAC Quality Assurance Policy Manual](#)*

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Appendix 1:





**Sunbeam House Services**

[www.sunbeam.ie](http://www.sunbeam.ie)

***Training Services***

**Individual Training Needs Analysis**

*Margaret Randle*





Client Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Personal Identification Number: \_\_\_\_\_

Date of entry to Sunbeam House Services: \_\_\_\_\_

Assigned Key-Worker: \_\_\_\_\_

Previous Service \_\_\_\_\_

**My future plan**

<b>My achievements</b>				
<b>I have already achieved the following qualifications:</b>				
Awarding Body	Level	Title/Subjects	Date	Grade



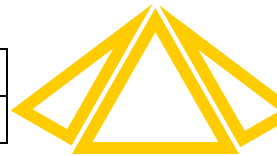
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**My work related learning, work experience and part time jobs:**

--

**My hobbies and interests:**

--



**The following information about me is also important**

I chose to join the rehabilitative training centre because:

My favourite subjects are:

The subjects I am best at are:

The areas where I think I need the most help are:

Additional information (medication, transport issues etc.)



I have discussed these issues with my key-worker:      Yes            No     

I agree for this information to be given to others:      Yes            No     

Signed:

Client: \_\_\_\_\_ Date: \_\_\_\_\_

Key-Worker: \_\_\_\_\_ Date: \_\_\_\_\_



**My future goals and plans**

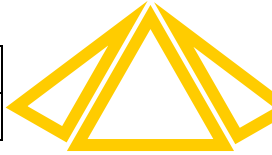
**Individual Training Needs**

My Goals are:

How I intend to achieve my goals:

What I intend to do	How I will go about doing it	Time frame








**Evidence that I am getting there**

**Individual Training Needs**

**Progress Review**

Name: \_\_\_\_\_ Key-worker: \_\_\_\_\_

Date of review: \_\_\_\_\_ Review number: 1 2 3 4 5 6

**Personal Statement of Progress**

--

Areas discussed	Comments
General progress on modules	
Attendance and punctuality	
Personal Development	
Other Activities	
Supports in place e.g. Job Coach etc.	

**Action Plan**

Target	Action points	By when	Review Date	Achieved



**Individual Training Needs  
Progress Review – Extension Sheets**

Name: \_\_\_\_\_ Key-worker: \_\_\_\_\_

Date of review: \_\_\_\_\_ Review number: 1 2 3 4 5 6

Action Plan				
Target	Action points	By when	Review Date	Achieved



**Individual Training Needs  
Progress Review – Extension Sheets**

Name: \_\_\_\_\_ Key-worker: \_\_\_\_\_

Date of review: \_\_\_\_\_ Review number: 1 2 3 4 5 6

Action Plan				
Target	Action points	By when	Review Date	Achieved



**Individual Training Needs  
Progress Review – Extension Sheets**

Name: \_\_\_\_\_ Key-worker: \_\_\_\_\_

Date of review: \_\_\_\_\_ Review number: 1 2 3 4 5 6

Action Plan				
Target	Action points	By when	Review Date	Achieved



**Individual Training Needs  
Progress Review – Extension Sheets**

Name: \_\_\_\_\_ Key-worker: \_\_\_\_\_

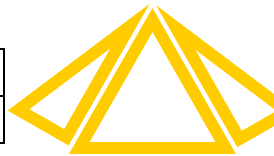
Date of review: \_\_\_\_\_ Review number: 1 2 3 4 5 6

Action Plan				
Target	Action points	By when	Review Date	Achieved



Pictorial Choices

		
<p><b>Reading</b></p>	<p><b>Using the Gym</b></p>	<p><b>Writing</b></p>
		
<p><b>Food &amp; Cookery</b></p>	<p><b>Computers</b></p>	<p><b>Horticulture</b></p>
	 <p><b>WOODWORK</b></p>	
<p><b>Art</b></p>	<p><b>WOODWORK</b></p>	<p><b>FIRST AID</b></p>
		
<p><b>Sewing &amp; Craft</b></p>	<p><b>Socialising</b></p>	<p><b>Maths</b></p>



**Sports**



**Food & Nutrition**



**Personal Care**



**Community Participation**



**Shopping**



**Groups**



**External Courses**



**Certificate Courses**



**Visual Arts**





Appendix 2



Training and Employment Division

**Quality Assurance  
Policies and Procedures  
Manual**

*Revised January 2014*





*Quality Assurance Policy and Procedures*

*Revised January 2014*

*Originally Compiled and written by:*

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*FETAC Co-ordinator*

*ATEC Services – SHS Bray*

***MARGARET RANDLE, Cert. of Social Care (N.U.I.), M.O.S.***

*FETAC Co-ordinator*

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*Contributions from: Una Healy*

*Claudia Wenger*

*Gale Devosce*

*Catherine Gargan*

***Updated and Revised in January 2014 by:***

***QA Co-ordination Team: Marie Farrell***

*Catriona Hatton*

*Margaret Randle*

*Jennie Vickers*

*Kate Killeen*

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**Self Evaluation Team:** *Marie Farrell*

*Jennie Vickers*

*Kate Killeen*

*Catriona Hatton*

*Margaret Randle*

**Director:** ***John Hannigan,***

*Sunbeam House Services*

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*Bray,*

*Co. Wicklow.*

**Senior Manager:** ***Ms. Marie Farrell,***

*Senior Services Manager*

*Sunbeam House Services,*

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*Bray,*

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*01 2868451*

***Ms. Maura O'Loughlin***

*Senior Services Manager*

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***FETAC***

***Co-ordinators: Ms. Catriona Hatton,***

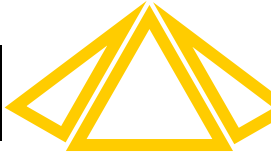
*Training Services,*

***Ms. Margaret Randle,***

*The Training Services,*

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*Sunbeam House Services,*

*Ballyraine and Brí Nua,*

*Killarney Road,*

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**Abbreviations:**

**QQI** = *Quality and Qualifications Ireland*

**FETAC** = *Further Education and Training Awards Council*

**HSA** = *Health and Safety Authority*

**HSE** = *Health Services Executive*

**ITN** = *Identification of Training Needs*

**NFQ** = *National Framework of Qualifications*

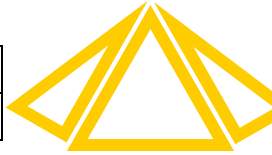
**NQAI** = *National Qualifications Authority of Ireland*

**QA** = *Quality Assurance*

**RPL** = *Recognition of Prior Learning*

**SHS** = *Sunbeam House Services*

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***Introduction***

*As an organisation SHS is a provider of training programmes and services and has a clear vision and understanding of training needs. It expresses a commitment to promote and build on existing high standards and sets out a strategic plan and road map to meet this commitment. SHS prioritises the employment needs of its learners in order to meet the demands of an ever-changing labour market.*

*At the heart of this strategy is learner focus that fosters diversity and initiative and inspires each learner to develop his/her full potential within a secure framework.*

*SHS embraces the quality assurances necessary to provide programmes of the highest standards on an on-going basis that are approved by the Awards Council. To seek learner feed back and make real improvements.*

*As an employer SHS endeavours to maintain and encourage good relations with its staff. To achieve the best in its staff, employment practices and to invest in training and development of its staff through Equality and Dignity in the Health Service, Employment Equality Act, Equal Status Act, Dignity at Work Policy and Equal Opportunities/Diversity Policy and Strategy Objectives.*

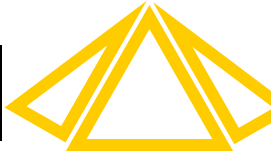
*To this end SHS, responds to quality assurance requirements on existing good policy and practice as outlined in SHS Company information, Guidelines and Policies and Personal Outcomes Quality Assurance.*

*As a provider of training and services, SHS is required to implement and agree a quality assurance and validation of training programmes that fulfil FETAC Awards criteria.*

*To achieve this SHS is required to cover the eight areas of Quality Assurance systems by the Awards Council.*

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- *B1 Communications*
  
- *B2 Equality*
  
- *B3 Staff recruitment and development*
  
- *B4 Access, transfer and progression*
  
- *B5 Programme development, delivery and review*

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- B6 *Fair and consistent assessment of learners*
- B7 *Protection for learners*
- B8 *Sub Contracting/Procuring Programme Delivery*
- B9 *Self-evaluation of programmes and services*

**Purpose**

*SHS has developed a Quality Assurance Policy in line with the Awards Council requirements. This quality Assurance Policy outlines SHS approach to the quality assurance policies and procedures as documented by the Awards Council and reflects the national standards.*

**Range**

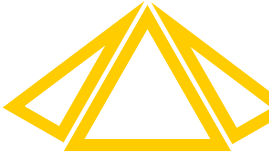
*This Policy document represents and covers all programmes run by SHS that lead to FETAC Awards. As a provider SHS is required to have in place a Quality Assurance systems agreed with FETAC.*

**Other Documents**

*SHS Information Policies and Guidelines.*

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*SHS Safety, Health and Welfare at Work Policy*

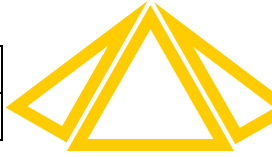
*Personal Outcomes Quality Assurance. – Council of Quality and Leadership*

*Oxford and Cambridge OCR –*



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**B1**

***Communications Policy***

*Sunbeam House Services provides a range of supports to adults with intellectual disabilities. We aim to empower people with the necessary skills to live full and satisfying lives as equal citizens of their local communities*

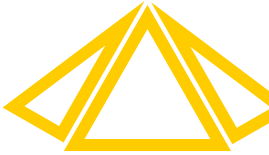
*Sunbeam House Services has an obligation to provide and maintain a level of programmes that meet the needs of its learners. To do this an effective system of communication is in place. A system that informs the learner of the choices or programmes available to him/her.*

*A system that is approved by management and clearly understood by all stakeholders. All programmes are monitored and improvements are made when feedback is sought.*

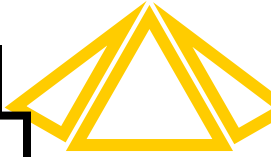
*SHS endeavours to identify the training needs of all its learners. Training programmes are based on individual training needs analysis (TNA) of all learners, in accordance with specific training needs that are established. SHS endeavours to develop programmes to meet these needs as an integral part of programme design, planning, delivery and review so as to meet the required standards, in accordance with Quality and Qualifications Ireland (QQI) incorporating Further Education and Training Awards Council (FETAC). SHS is committed to the continuous improvement of all of its programmes, so as to ensure that the quality and effectiveness of programmes are developed, designed and adapted to meet the needs of its learners.*

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**B1 Communications**

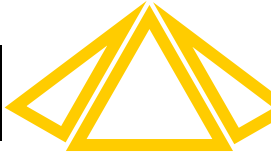
<b>Procedure Title</b>	<b>QA B1.1 Communications with Learners</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure describes how SHS ensures accurate and efficient communications to all learners			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager and Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Information about choices of programmes made available to all learners	Tutors	Notice Board Information Programme Brochures Verbally by Tutors/Staff SHS Website FETAC brochure	



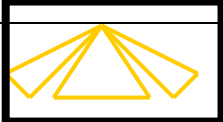


<i>Through Personal Outcomes Interview</i>	<i>Key-Worker</i>	<i>Interviews Completed P.O. Sheets</i>
<i>Through Connect (SHS)</i>	<i>Job Coach</i>	<i>Interview Notes Vocational Profile</i>
<i>Certificates/Qualifications, duration of programmes will be made available</i>	<i>Staff</i>	<i>SHS Brochures FETAC Brochures</i>
<i>Tutors will interview learners to establish what needs they have and what programme best fulfils their needs. Guidance on programmes will be provided with our learners with special needs with appropriate supports and network supports.</i>	<i>Tutors</i>	<i>Interviews Reasonable Accommodation Requirements Training Needs Analysis</i>
<i>All learners will be informed 2/3 weeks prior to assessments</i>	<i>Tutors</i>	<i>Programme Information</i>
<i>All learners be informed of rechecks and appeals. Any learner who has to repeat – arrangements will be put in place for this</i>	<i>Tutors</i>	<i>Programme Information Appeals Form</i>

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<i>Learners will be given feedback questionnaires</i>	<i>Tutors Client Services Manager</i>	<i>Learner Evaluation Questionnaires</i>
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**Sunbeam House Services**

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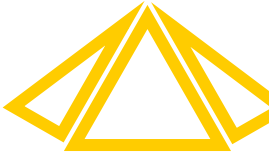


<i>On completion of programmes critique notes will be made available</i>	<i>Senior Services Manager  Client Services Managers  FETAC co-ordinators</i>	<i>Minutes of meetings</i>
<i>Display of work/exhibitions etc.</i>	<i>Tutors</i>	<i>Advertisements/Brochures</i>
<i>All complaints through various channels</i>	<i>Management Team</i>	<i>Records of complaints to be kept on file</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
----------------------------	------------------	-----------------------------

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<i>Tutors Group</i> <i>FETAC co-ordinators</i>	<i>Annually</i>	<i>Learner Evaluation Forms Review</i> <i>Filed on FETAC Learner Evaluation Feedback</i>
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**B1 Communications**

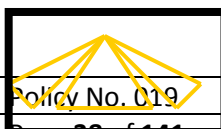
<b>Procedure Title</b>	<b>QA B1.2 Communication with Staff</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure describes how SHS ensures accurate and efficient communications to all staff</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager and Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Senior Services Manager will be involved in the plan and development of strategy with Client Services Manager	Senior Services Manager	Minutes of meeting	
Client Services Manager and Tutors will be involved in programme planning process	Client Services Manager  FETAC co-ordinators	Statement of Programme Plan	

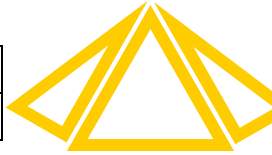


<i>All Staff will be issued with a statement of programme plan</i>	<i>Client Services Manager</i>	<i>Statement of Programme Plan</i>
<i>Client Services Manager will meet with Tutors from their own units every 2 months</i>	<i>Client Services Manager Tutors</i>	<i>Minutes of Meetings</i>
<i>Q.A. Information and feedback will be communicated to the Senior Services Manager</i>	<i>Client Services Manager</i>	<i>Minutes of Meetings Agenda for Unit Manager Meeting</i>
<i>Staff will be notified by emails, intranet, memos and information days</i>	<i>FETAC Co-ordinators Client Services Manager</i>	<i>Records</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager Client Services Manager</i>	<i>Annually</i>	<i>Review of Training Records Review of previous Minutes</i>





**B1 Communications**

<b>Procedure Title</b>	<b>QA B1.3 Communication with other Stakeholders</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure describes how SHS ensures accurate and efficient communications to all stakeholders			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager and Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Meetings with stakeholders will be determined for the year	Senior Services Manager  Client Services Manager	Meetings Arrangements – calendar dates  Feedback from Stakeholders  Review of Programmes	



<p><i>Information days</i></p> <p><i>Emails</i></p> <p><i>Phones</i></p> <p><i>Formal Letters</i></p>	<p><i>Client Services Manager</i></p>	<p><i>Emails (copy)</i></p> <p><i>Letters (copy)</i></p>
<p><i>Information on programmes will be available to all stakeholders</i></p>	<p><i>Tutors</i></p>	<p><i>Programme Brochures</i></p> <p><i>Notice Boards</i></p> <p><i>SHS Website</i></p> <p><i>Job Support (Connect) Brochures</i></p>
<p><i>Visits by stakeholders will be arranged and feedback on how programmes are going</i></p>	<p><i>Tutors</i></p>	<p><i>Emails</i></p> <p><i>Letter</i></p>
<p><i>Stakeholders will be notified about exhibitions and display of work</i></p>	<p><i>Client Services Manager</i></p>	<p><i>FETAC Award Days</i></p>

**Monitoring**

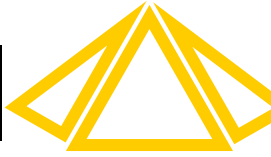
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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<i>Senior Services Manager</i>	<i>Annually</i>	<i>Exhibitions / Prize Giving Days Open Days Minutes Reports</i>
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**B2**

**Equality Policy**

*Sunbeam House Services recruitment and selection of all staff and potential staff are treated in a fair and equal manner. All persons regardless of marital status, race, faith, age, disability, sexual orientation, gender and members of ethnic groups will be provided with equal access to employment, training in our services and also encouraged and assisted to achieve their full potential. All staff will be able to work in an environment that is harassment free and fully respectful of their dignity. Equal opportunities/diversity will be integral to all HR policies and training within the organisation. Equal opportunities/diversity developments and initiatives will be communicated to all staff*





**B2**    *Equality*

<b>Procedure Title</b>	<b>QA B2.1 Equality Training</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> <i>This procedure describes how all staff are made aware of equality training issues regarding its programmes, promotion of equality and elimination of discrimination practices in accordance with relevant equality legislation</i></p>			
<p><b>Staff Involved:</b> <i>Senior Services Manager, Client Services Manager, Human Resources, Tutors and Staff</i></p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<i>Inclusion of Company's Equality Statement</i>	<i>SHS Managing Director</i>	<i>Company's Guidelines and Policies Document</i>	



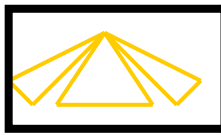
<i>Staff will receive training on Equality and be made aware of the Equal Status Act</i>	<i>Senior Services Manager  Client Services Manager</i>	<i>Records of action taken i.e. staff training on equality  Feedback from meeting  Induction e-learning records</i>
<i>Training Plan linked to Equal Status Policy</i>	<i>Human Resources Manager  Senior Services Manager</i>	<i>Training Records kept</i>
<i>A codes of practice to deal with complaints in the nature of sexual harassment, bullying, harassment and discrimination are in place and implemented</i>	<i>Senior Services Manager</i>	<i>Learner Verification Records  Complaints Records</i>
<i>A monitoring system is established to monitor the effective implementation of equality training practices</i>	<i>Human Resources Manager</i>	<i>Records</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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<i>Managing Director</i> <i>Senior Services Manager</i>	<i>Annually</i>	<i>Review of staff training on Equality</i> <i>Training Records</i> <i>Review of Equality Statement</i> <i>Complaints</i>
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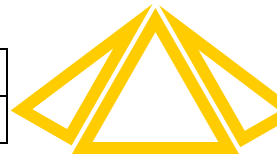


**Sunbeam House Services**



**B2 Equality**

<b>Procedure Title</b>	<b>QA B2.2 Equality Planning</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure describes how all staff are made aware of equality planning issues regarding its programmes, promotion of equality and elimination of discrimination practices in accordance with relevant equality legislation</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Human Resources, Tutors and Staff</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
An Equality Action Plan is developed and implemented as part of SHS Equality Planning Process and the elimination of discrimination practices	Human Resources Manager	Planning Records	



<p><i>A monitoring system is established to monitor the effective implementation of equality planning practices</i></p>	<p><i>Human Resources Manager</i></p>	<p><i>Equality Audit Reports Records</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>Managing Director Senior Services Manager</i></p>	<p><i>As required</i></p>	<p><i>Review of Staff Planning on Equality Planning Records Review of Equality Statement</i></p>



Sunbeam House Services Policy Document	Title: Client Education and Training Policy
	Effective Date: 01 September 2014



**B3**

***Staff Recruitment and Development Policy***

*Sunbeam House Services as an employer is committed to maximising the effective use of human resources and recognises the value of training and developing opportunities for all its staff. All aspects of the recruitment and selection process is based on the principle of assessing skills, qualities and attributes of applicants against which has been determined to be required for effective performance of the job.*

*Management recognises the need to make provision for staff development opportunities within the organisation. A training needs analysis is conducted by management in consultation with staff to provide internal training opportunities for staff to lead to enhanced job performance and to significantly contribute to relevant personal/professional development.. Sunbeam House Services endeavours to assist where possible any staff wishing to attend approved courses of study at outside institutions.*

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Full Policy ID Number : 011.019.1.0		





**B3 Staff Recruitment and Development**

<b>Procedure Title</b>	<b>QA B3.1 Staff Recruitment and Allocation</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure describes how SHS recruitments and selection process is based on the principle of assessing (new) staff and to ensure that staff are competent to carry out assessment activities and have the appropriate qualifications/experience in the area to be assessed</p>			
<p><b>Staff Involved:</b> Human Resources Manager</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Job descriptions and persons specifications will be developed for all grades of staff	Human Resources Manager	Job Advertisements Detailed Job Descriptions	



<i>Job advertisements will be developed with a general overview of roles and responsibilities</i>	<i>Human Resources Department</i>	<i>H.R. Developments Minutes of Meetings</i>
<i>There is a clear recruitment and selection policy in place for every position, verification of qualification, contracts, annual leave, programme schedules and staff evaluations</i>	<i>Human Resources Department</i>	<i>Verification of Qualifications References Garda Clearance Staff Records</i>
<i>All positions and vacancies will be posted on Company's website, placed in local and national newspapers and local radio stations</i>	<i>Human Resources Department</i>	<i>SHS Website with link to Recruitment Website National/Local Newspapers Local Radio Stations</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Human Resources Manager</i>	<i>Annually</i>	<i>Qualifications are held on record</i>



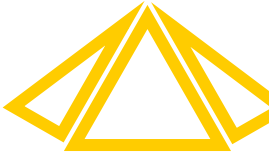
**Sunbeam House Services**



**B3 Staff Recruitment and Development**

<b>Procedure Title</b>	<b>QA B3.2 Staff Induction</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> An induction programme is developed, documented so that all staff are made aware of expectations, how SHS operates, and the various elements of the Company's Policy and Procedures Manual</p>			
<p><b>Staff Involved:</b> Human Resources Department, Senior Services Manager, Client Services Manager</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
All new staff will be required to undergo a unit based induction programme on the key elements of their job	Human Resources Department  Client Services Manager	Company Policy and Procedures Manual  Induction Records	

<b>Sunbeam House Services Policy Document</b>	<b>Title: Client Education and Training Policy</b>
	<b>Effective Date: 01 September 2014</b>



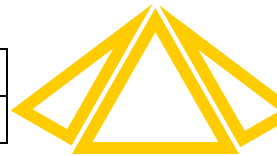
<i>Monitoring</i>		
<i>Monitor (Job Title)</i>	<i>Frequency</i>	<i>Monitoring Method(s)</i>
<i>Human Resources Manager</i>	<i>Annually</i>	<i>Qualifications are held on record</i>





**B3 Staff Recruitment and Development**

<b>Procedure Title</b>	<b>QA B3.3 Staff Development</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> Management recognises the need to make provision for staff development and training opportunities that staff involved with training programmes are supported to gain further training and additional qualifications as appropriate</p>			
<p><b>Staff Involved:</b> Human Resources Department, Quality and Compliance Department</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<i>In Service and Team Building Programmes</i>	<i>Human Resources Department Quality and Compliance Department, Client Services Manager</i>	<i>Training Days Training Records</i>	



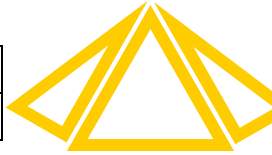
<i>Staff performance will be monitored and supported on a continuous basis</i>	<i>Human Resources Department Senior Services Manager, Client Services Manager</i>	<i>Files held in Human Resources Department Performance Evaluation</i>
<i>Implementation of Training Programmes</i>	<i>Human Resources Department</i>	<i>Individual Training Plans Group Training Plans</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Human Resources Manager Client Services Manager Senior Services Manager</i>	<i>Annually</i>	<i>Staff Evaluation Forms Performance Evaluation</i>



Sunbeam House Services Policy Document	Title: Client Education and Training Policy
	Effective Date: 01 September 2014



**B4**

***Access Transfer and Progression Policy***

*All learners of Sunbeam House Services are usually within a catchment area agreed with Health Services Executive. A potential learner is assessed and if successful a suitable vacancy must exist within Sunbeam House Services to meet the learners best interest and needs.*

*Sunbeam House Services Training and programmes Brochures provide relevant information regarding access, transfer and progression opportunities for learners.*

*Sunbeam House Services recognises prior learning (achievements) of its present and future learners who want to avail of the options of pursuing other programmes within or outside Sunbeam House Services. There are no pre-conditions or barriers to entry for any learner wishing to be admitted to Sunbeam House Services training programmes or services.*

*All learners are encouraged to obtain further awards if they so wish which can lead to access and progression in the Labour Market, as an improved economy demands*

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**B4 Access, Transfer and Progression**

<b>Procedure Title</b>	<b>QA B4.1 Information Provision</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure describes how SHS ensures that the accurate and relevant information regarding Access, Transfer and Progression onto other programmes is highlighted and made available to learners and future learners</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>All training programmes will include a policy statement regarding access, transfer and progression options that are open to learners on completion of programmes</p>	<p>Senior Services Manager</p> <p>Client Services Manager</p> <p>Tutors</p>	<p>SHS Training Brochure</p> <p>Programmes Brochure</p>	

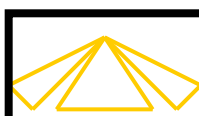




<i>Brochures will include information concerning recognition of prior learning requirements</i>	<i>Senior Services Manager  Client Services Manager</i>	<i>Programmes Brochure</i>
<i>An explanation will be given by tutors at the induction period to learners regarding recognition of prior learning</i>	<i>Tutors</i>	<i>Individual Interviews  Group Interviews  Minutes of Meetings</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Client Services Manager</i>	<i>Annually</i>	<i>Staff Meetings  Client Services Manager Meetings</i>



**Sunbeam House Services**



**B4 Access, Transfer and Progression**

<b>Procedure Title</b>	<b>QA B4.2 Learner Entry Arrangements</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that SHS will have in place entry arrangements for learners who wish to access, transfer and progress onto other programmes within or outside SHS</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Learners will be assessed according to their abilities as well as meeting the required entry standards	Senior Services Manager  Client Services Manager  Tutors	RPL Arrangements  RPL Records	

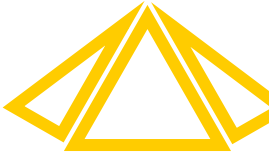


<i>The learners ability to meet the necessary learning outcomes will be assessed where Recognition of Prior Learning is concerned</i>	<i>Tutors</i>	<i>RPL Records</i>
<i>Demonstration of standards reached in (skill, knowledge and ability) and that assessment has been fairly and consistently applied</i>	<i>Tutors</i>	<i>RPL Records</i>
<i>Learners will receive notification of how they have performed</i>	<i>Tutors</i>	<i>RPL Records</i> <i>Minutes of Meetings</i> <i>Sunbeam House Services Admission forms to include Training Needs Analysis</i>
<i>RPL records will be available for external verification</i>	<i>Tutors</i>	<i>RPL Records</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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<b>Sunbeam House Services Policy Document</b>	<b>Title: Client Education and Training Policy</b>
	<b>Effective Date: 01 September 2014</b>



<i>Referrals Committee</i>	<i>Bi-Monthly</i>	<i>Staff Meetings</i>
<i>Senior Services Manager</i>		<i>Performance Records</i>
<i>Client Services Manager</i>		
<i>Board of Directors</i>		

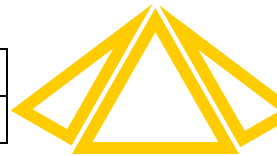


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Full Policy ID Number : 011.019.1.0		



**B4 Access, Transfer and Progression**

<b>Procedure Title</b>	<b>QA B4.3 Recognition of Prior Learning</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> SHS will ensure that Tutors and Staff will be trained in RPL methods			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
All Programmes Tutors will be trained where SHS deems necessary in the methods of Recognition of Prior Learning	Senior Services Manager	Training Records Learner Evaluation	
Learners progress and transfer routes are documented	Tutors	Progress Reports Progress of Trial Period	



<p><i>Links are established between other training centres in order to develop transfer and progression routes</i></p>	<p><i>Tutors</i></p>	<p><i>Progress Reports, Referral Meetings, Rehabilitative Training Managers Meeting</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>Senior Services Manager Client Services Manager Referrals Committee</i></p>	<p><i>Bi-Monthly</i></p>	<p><i>Staff Meetings</i></p>





**B4 Access, Transfer and Progression**

<b>Procedure Title</b>	<b>QA B4.4 Facilitating Diversity</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure describes how SHS will ensure the diversity in learners and future learners will be facilitated in accordance with relevant equality legislation</p>			
<p><b>Staff Involved:</b> Senior Services Manager All Staff</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>SHS has initiated positive action training which focuses on achieving equality and eliminating discrimination in all of its educational and training programmes</p>	<p>Senior Services Manager</p>	<p>Minutes of Referral Committee Meeting</p> <p>Minutes of Meetings</p> <p>Timetables</p> <p>Learner Charter</p>	



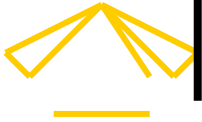
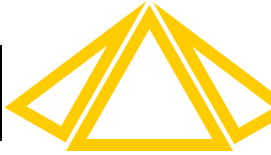
<p><i>SHS ethos acknowledges multiculturalism and promotes national respect and understanding and openness to others from different cultures, ethnic, national and faith backgrounds</i></p>	<p><i>Senior Services Manager</i></p>	<p><i>Minutes of Meetings</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>Senior Services Manager Referral Committee</i></p>	<p><i>Bi-Monthly</i></p>	<p><i>Staff Meetings</i></p>





Sunbeam House Services Policy Document	Title: Client Education and Training Policy
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**B5**

***Programme Development, Delivery and Review Policy***

*Sunbeam House Services endeavours to identify the training needs of all its learners. Training programmes are based on individual training needs analysis (ITN) of all learners in accordance with specific training needs that are established. Thereby, developing programmes to meet these needs as an integral part of programme design, planning, delivery and review so as to meet the required standards to which learners have to be trained and in accordance with quality assurance standards nationally.*

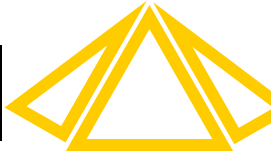


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**B5 Programme Development, Delivery and Review**

<b>Procedure Title</b>	<b>QA B5.1 Need Identification</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure is to ensure that all training programmes within training and employment division of SHS are designed, developed, delivered and reviewed so as to meet the National Standards to which learners have to be trained in accordance with FETAC Quality Assurance Standards</p>			
<p><b>Staff Involved:</b> Client Services Manager, Tutors, FETAC Co-ordinators</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Identification of Training Needs (ITN)	Tutors	ITN Booklet Training Needs Analysis Form	
Training Programme Specifications developed	Tutors	Programme Specifications Booklet	



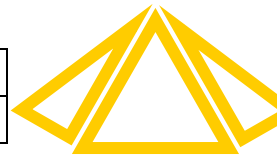
<i>Monitoring</i>		
<i>Monitor (Job Title)</i>	<i>Frequency</i>	<i>Monitoring Method(s)</i>
<i>Client Services Manager</i>  <i>FETAC Co-ordinators</i>	<i>Annual</i>	<i>Meetings</i>  <i>Workshops</i>  <i>Review of ITN</i>





**B5 Programme Development, Delivery and Review**

<b>Procedure Title</b>	<b>QA B5.2 Programme Design</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure is to ensure programmes are designed for learners with special needs			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors, FETAC Co-ordinators			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
SHS emphasises learner centred approach to design process and structure of programmes	Tutors FETAC Co-ordinators	Programme Design Notes	
Programme design is based on the learners abilities and cognitive processes	Tutors FETAC Co-ordinators	Programme Design Notes Minutes of QA meetings I.T.N.	



<p><i>Programmes design will have built in relevance to local employment opportunities and reflect Connect Supported Employment views on real life working environment</i></p>	<p><i>Tutors</i></p>	<p><i>Programme Design Notes Minutes of Staff Meetings</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>FETAC Co-ordinators Client Services Manager</i></p>	<p><i>Annual</i></p>	<p><i>Meetings Workshops Review of ITN</i></p>

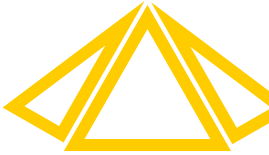




**B5 Programme Development, Delivery and Review**

<b>Procedure Title</b>	<b>QA B5.3 Programme Approval Pre-Submission for Validation</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure is to ensure that management approves all programmes before submission to FETAC for validation purposes			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors, FETAC Co-ordinators			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Management will review all programmes content prior to submission to FETAC	Senior Services Manager	Programmes Review/Reports	
Submission to FETAC	FETAC	Emails Formal Letters	

Sunbeam House Services Policy Document	Title: Client Education and Training Policy
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<i>Monitoring</i>		
<i>Monitor (Job Title)</i>	<i>Frequency</i>	<i>Monitoring Method(s)</i>
<i>Senior Services Manager</i>	<i>As required</i>	<i>Minutes of Meetings</i>





**B5 Programme Development, Delivery and Review**

<b>Procedure Title</b>	<b>QA B5.4 Programme Planning</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure is to ensure programmes are planned for learners with special needs and arrangements are in place for regular meetings/communications with parents/guardians. A range of supports will be in place for learners which will help to provide a more holistic response to their needs and maximise their ability to engage in programmes</p>			
<p><b>Staff Involved:</b> Client Services Manager, Tutors, FETAC Co-ordinators</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
State learning outcomes of the learner	Client Services Manager Tutors	Learner Timetable input sheets ITN	

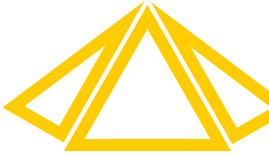




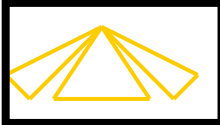
<i>Determine the learning activities sequentially</i>	<i>Tutors</i>	<i>Learner Timetable input sheets ITN</i>
<i>Identify the training tools for the activities</i>	<i>Tutors</i>	<i>Learner Timetable input sheets ITN</i>
<i>State where activities take place e.g. workshops, workrooms, visitations and field trips</i>	<i>Client Services Manager Tutors</i>	<i>Timetable Planning</i>
<i>Content of the programme plans are prepared to meet or match the requirement of the learner</i>	<i>Tutors</i>	<i>Timetable Planning</i>
<i>Programme schedules and timetables to be included</i>	<i>Client Services Manager Tutors</i>	<i>Learner input timetable sheets</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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<i>Client Services Manager</i>	<i>As required</i>	<i>Meetings</i>  <i>Planning Day</i>  <i>Review of Reports</i>
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**Sunbeam House Services**



**B5 Programme Development, Delivery and Review**

<b>Procedure Title</b>	<b>QA B5.5 Programme Delivery</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that SHS training and employment locations are visited before programme planning and during programme delivery and reviewed in accordance with SHS quality assurance policy</p>			
<p><b>Staff Involved:</b> Senior Services Manager Tutors and Staff</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
That SHS adheres to legislation including access to premises, facilities and resources in all its locations before commencement of programme implementation	Tutors Client Services Manager	Monitoring Records Reviews Checklist	



<i>Programmes will be delivered in a style or manner that reflect current pedagogical and training methods</i>	<i>Tutors</i>	<i>Programme Evaluation Reports Minutes of QA meetings</i>
<i>Programmes are taught or delivered at a pace appropriate to the learners capability to learn</i>	<i>Tutors</i>	<i>Individual Learners Records</i>
<i>That qualifications/experience of tutors match the skills needed to deliver programmes</i>	<i>Human Resources Department</i>	<i>Records of qualifications held on file</i>
<i>At times SHS facilitate and deliver programs using community resources</i>	<i>Tutors</i>	<i>Records</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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<i>Senior Services Manager</i> <i>H.R. Manager</i> <i>Client Services Manager</i>	<i>Annual</i>	<i>Meetings</i> <i>Interviews</i> <i>Workshops</i> <i>Review of Reports</i> <i>Performance Evaluation</i>
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Sunbeam House Services Policy Document	Title: Client Education and Training Policy
	Effective Date: 01 September 2014



	<b>Sunbeam House Services</b>
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**B5 Programme Development, Delivery and Review**

<b>Procedure Title</b>	<b>QA B5.6 Learner Records</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure is to ensure that learner records relating to programmes are kept and maintained in accordance with national standards			
<b>Staff Involved:</b> Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
SHS will ensure records of attendance, progress records and certification in relation to training will be checked to comply with QA policy	Tutors	Progress Reports Attendance Records	

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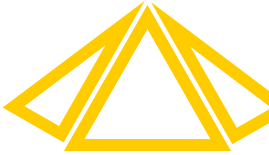


<i>Tutors will meet with learners on an individual basis to discuss their progress throughout the programme</i>	<i>Tutors</i>	<i>Progress Reports Timetables</i>
<i>SHS will ensure that all confidential information regarding the learner will be securely stored</i>	<i>Tutors Client Services Manager</i>	<i>Progress Reports Certification Records</i>
<i>Parents/Guardians are kept informed of the learner's progress where appropriate</i>	<i>Tutor</i>	<i>Individual Learner Records Letters Telephone calls</i>
<i>Recognition of learners specific requirements</i>	<i>Senior Services Manager Client Services Manager</i>	<i>Meetings Budget Allocations</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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<i>Senior Services Manager</i>	<i>As required</i>	<i>Review of Reports</i>
<i>Client Services Manager</i>		
<i>FETAC Co-ordinators</i>		



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**B5 Programme Development, Delivery and Review**

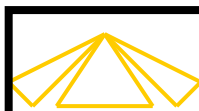
<b>Procedure Title</b>	<b>QA B5.7 Provision and Maintenance of Resources</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure is to ensure that programme delivery will be located in an appropriate premises and that necessary equipment and resources are provided in order to satisfy safety issues throughout the programme period</p>			
<p><b>Staff Involved:</b> Safety Officer, Senior Services Manager, Client Services Manager, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
All learners with special needs and or physical disabilities will have access to a safe, clean and comfortable learning environment	Senior Services Manager Safety Officer Client Services Manager	Necessary adaptations made to premises Minutes of meetings	



<p><i>All learners with physical disabilities i.e. sight impairment, hearing impairment, speech impediment and a language barrier will be addressed by proper use of necessary equipment, resources, facilities and interpreters</i></p>	<p><i>Senior Services Manager</i></p>	<p><i>Reports</i> <i>Budget Allocations for resources</i> <i>Meetings</i></p>
<p><i>Staff recognise that resources must be of a high standard and maintained and upgraded for the delivery of all programmes</i></p>	<p><i>Tutors</i></p>	<p><i>Minutes of Meetings</i> <i>Health and Safety Meetings</i></p>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>Senior Services Manager</i> <i>Safety Officer</i></p>	<p><i>As necessary</i></p>	<p><i>Reports</i> <i>Minutes of Meetings</i></p>



**Sunbeam House Services**



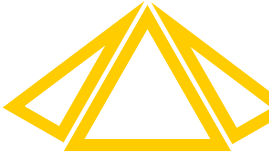
**B5 Programme Development, Delivery and Review**

<b>Procedure Title</b>	<b>QA B5.8 Health and Safety</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> <i>The purpose of this procedure is to ensure that all premises and facilities comply with current Health and Safety Authority's policies and Health and Safety legislation</i>			
<b>Staff Involved:</b> <i>All SHS Staff</i>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	



<p><i>A Health and Safety statement will be in place and made available to learners, staff and stakeholders</i></p>	<p><i>Health and Safety Representative</i></p> <p><i>Client Services Manager</i></p>	<p><i>Health and Safety Statement relevant to individual units</i></p> <p><i>Minutes of Meetings</i></p> <p><i>Health and Safety Checklist (Daily)</i></p> <p><i>Hazard Identification Sheets</i></p> <p><i>Risk Assessment Sheets</i></p> <p><i>Staff Training Records</i></p> <p><i>Staff Certification of Training Undertaken</i></p> <p><i>Safety Representative Appointed</i></p> <p><i>Annual Health and Safety Review</i></p> <p><i>Individual Safety Plans</i></p> <p><i>External Bi-annual Health and Safety Review</i></p>
<p><i>A monitoring system is established to monitor the effective implementation of Health and Safety practices</i></p>	<p><i>Health and Safety Representative</i></p> <p><i>Client Services Manager</i></p>	<p><i>Minutes of Meetings</i></p> <p><i>Health and Safety Checklists</i></p>

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<i>Monitoring</i>		
<i>Monitor (Job Title)</i>	<i>Frequency</i>	<i>Monitoring Method(s)</i>
<i>Health and Safety Officer</i>	<i>Annual</i>	<i>Audit Report</i> <i>Minutes of Meetings</i>





**B5 Programme Development, Delivery and Review**

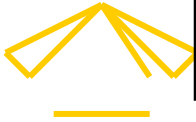
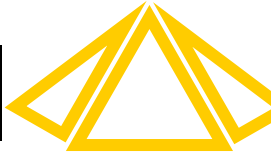
<b>Procedure Title</b>	<b>QA B5.9 Programme Review</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure is to ensure that the programmes reviewed meet the criteria to which all learners have to be trained in accordance with Quality Assurance standards nationally			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	



<p><i>All programmes will be reviewed once a year under the following criteria</i></p> <ul style="list-style-type: none"> <li>▪ <i>Guided by learner focus</i></li> <li>▪ <i>Evaluation of learner feedback</i></li> <li>▪ <i>Stakeholders expectations and feedback</i></li> <li>▪ <i>Orientation towards development of learners as life long learners</i></li> <li>▪ <i>Meet the demands of the Labour Market</i></li> <li>▪ <i>Do programmes meet the learning outcomes for the learner</i></li> </ul>	<p><i>Tutors</i> <i>Staff</i></p>	<p><i>Minutes of Staff Meetings</i> <i>Minutes of QA Meetings</i> <i>Evaluation Reports</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>Senior Services Manager</i> <i>Client Services Manager</i> <i>FETAC Co-ordinators</i></p>	<p><i>Bi- monthly</i></p>	<p><i>Meetings</i> <i>Workshops</i> <i>Review of Reports</i></p>





B6

***Fair and Consistent Assessment of Learners Policy***

*Sunbeam House Services is committed to the use of standard based assessment systems that are fair and consistent with national practices. These standards are based on and within current social, industrial and commercial parameters that imply that a level of competency has been achieved. It is a response to what industry wants and what the individual needs for his/her nationally recognised qualifications.*







**B6 Fair and Consistent Assessment of Learners**

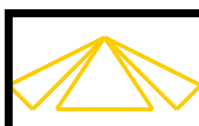
<b>Procedure Title</b>	<b>QA B6.1 Co-ordinated Planning of Assessment</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure is to ensure that all the relevant staff be involved in the co-ordinated planning and management of the assessment process.</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, FETAC Co-ordinators</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Co-ordinator appointed to conduct the assessment process and all relevant information circulated to staff	FETAC Co-ordinators	<p>Programme Assessments</p> <p>Team Meetings</p> <p>Minutes of QA Meetings</p> <p>Minutes of Staff Meetings</p>	



<i>To ensure that guidelines on assessments are strictly adhered to</i>	<i>FETAC Co-ordinators</i>	<i>Internal Verification Reports</i>
<i>Tutors will be informed of any new arrangements in the assessment process</i>	<i>FETAC Co-ordinators</i>	<i>Notice Board Memos emails</i>
<i>An assessment plan outlining assessment schedules be in place and circulated at the beginning of each new training period</i>	<i>FETAC Co-ordinators</i>	<i>Assessment Update Notes</i>
<i>Counselling support is available to learners for the duration of the programmes</i>	<i>Tutors Counsellors</i>	<i>Minutes of Meetings</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager Client Services Manager FETAC Co-ordinators</i>	<i>Annually</i>	<i>Assessment Records</i>



**Sunbeam House Services**



**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.2 Information to Learners</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that accurate information is made available to learners of their part in assessment</p>			
<p><b>Staff Involved:</b> Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Explanation will be given to learners concerning assessment and to be reminded of their responsibilities of presenting work for assessment	Tutors	Assessment Records Learner Logbook	
Have available to learners the assessment methods and schedules	Tutors	Assessment Records Assessment Schedules	



<i>Learners who fail will be advised on the policy of assessment repeats</i>	<i>Tutors</i>	<i>Assessment Reports</i>
<i>Learners will be informed of their right to an appeal an assessment decision</i>	<i>Tutors</i>	<i>Assessment Reports Programme Brochure</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Tutors FETAC Co-ordinators</i>	<i>Annually</i>	<i>Assessment Records</i>



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**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.3 Security of Assessment Related Process and Material</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure is to ensure that the security and integrity of assessment materials is made and the elimination of irregularities or malpractices			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Have in place a secure location for the storage of coursework and practical work for moderation purposes	Client Services Manager  FETAC Co-ordinators  Tutors	Secure location for FETAC folders	

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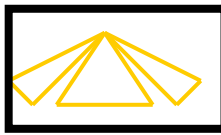
<i>Breaches of regulations should be immediately reported to the Client Services Manager</i>	<i>Tutor Client Services Manager</i>	<i>Reports</i>
<i>Supervisor must ensure that secure arrangements are in place during marking sessions</i>	<i>Tutor</i>	<i>Reports</i>
<i>All practical work, coursework, answer sheets should be checked for completion and accuracy</i>	<i>Tutor</i>	<i>Checklist</i>
<i>All assessment records should be securely stored for verification purposes and that confidentiality is maintained at all times and kept for the appeals process</i>	<i>FETAC Co-ordinators</i>	<i>Assessment Records</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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<i>Client Services Manager</i> <i>FETAC Co-ordinators</i> <i>Tutors</i>	<i>Annually</i>	<i>Reports</i>
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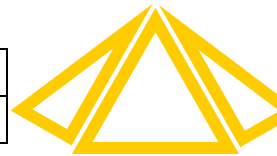
**Sunbeam House Services**



**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.4 Reasonable Accommodation</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that learners with intellectual disabilities are catered for and that the equality and other relevant legislation are adhered to for assessment purposes</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>Assessments are conducted to cover equality and other relevant legislation throughout the assessment process and are adapted as essential and reasonable to cater for SHS learners who have varying degrees of intellectual disabilities or multiple disabilities</p>	<p>Senior Services Manager  Referrals Committee</p>	<p>Assessment Team Meetings  Minutes of Meetings  Guidelines for Assessors  Assessment Briefs  Reasonable Accommodation Requirements</p>	





<i>Programme tutors agree to this approach to programme delivery and assessment</i>	<i>Senior Services Manager  Tutors</i>	<i>Assessment Team Meetings  Minutes of Meetings</i>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager  Admissions Committee</i>	<i>Annually</i>	<i>Assessment Reports</i>





**B6 Fair and Consistent Assessment of Learners**

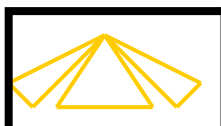
<b>Procedure Title</b>	<b>QA B6.5 Consistency of Marking between Assessors</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure ensures that a fair and consistent assessment across a range of learners is agreed to between assessors			
<b>Staff Involved:</b> Client Services Manager, Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
A cross moderation meeting will take place to accommodate internal verification	FETAC Co-ordinator Tutors	Minutes of Assessment Meetings	
Samples of learners work across a range of learners will be compared and assessed until a consensus has been reached and agreed by the assessors on what the correct grades are	FETAC Co-ordinator Tutors	Internal Verifier Notes	



<i>Guidelines and assessment conditions will be issued to tutors and adhered to and to ensure consistency among the assessors</i>	<i>FETAC Co-ordinator Tutors</i>	<i>Guidelines for Assessors</i>
<i>An appeals procedure will be in place for learners</i>	<i>Tutor</i>	<i>Appeals Process Records</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Client Services Manager FETAC Co-ordinators</i>	<i>Annual</i>	<i>Assessment Reports</i>



**Sunbeam House Services**



**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.6 Assessment Performed by Third Parties</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure the involvement of a third party adheres to the assessment guidelines as laid down by the assessment group in a fair and consistent manner</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, FETAC Co-ordinators, Third Party Assessors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
All relevant information is made available to a third party involved with assessment to ensure that guidelines on assessment are strictly adhered to	FETAC Co-ordinators	<p>Records of Meetings</p> <p>Feedback Reports from Third Party</p> <p>Programme Team Meetings</p>	



<i>Third Parties are informed of any new arrangements made in the assessment process</i>	<i>FETAC Co-ordinators</i>	<i>Programme Team Meetings</i>
<i>Information outlining assessment schedules will be circulated to third parties at the beginning of each new training period</i>	<i>FETAC Co-ordinators</i>	<i>Assessment Schedules</i>
<i>All assessment materials and records should be securely stored by a third party and that confidentiality at all times and returned to SHS for verification purposes and held for re-checks and appeals</i>	<i>FETAC Co-ordinators</i>	<i>Assessment Records</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager Client Services Manager FETAC Co-ordinators</i>	<i>Annual</i>	<i>Assessment Records</i>





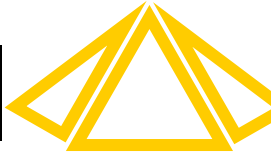
**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.7 Consistency of Marking with National Standards</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that a fair and consistent assessment of learners is provided for in accordance with FETAC National Quality Assurance Policy</p>			
<p><b>Staff Involved:</b> Internal Verifier, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
An internal verifier will be appointed at each new training period. Verifier will ensure that agreed assessment processes are adhered to in compliance with FETAC QA standards.	Client Services Manager Tutors	Team Meetings Minutes of Meetings	



<p><i>Internal Verifier will carry out audits regarding;</i></p> <ul style="list-style-type: none"> <li>▪ <i>Adherence to agreed assessment guidelines</i></li> <li>▪ <i>Completion of learners assessment records</i></li> <li>▪ <i>Appropriate assessment documentation</i></li> <li>▪ <i>Assessment methods and activities are implemented</i></li> <li>▪ <i>All documentation made available to external verifier</i></li> <li>▪ <i>All irregularities are documented and communicated to the appropriate person</i></li> <li>▪ <i>Appeals process is in place and complies with procedures</i></li> <li>▪ <i>Implementations of recommendations of external verifier</i></li> <li>▪ <i>All equality legislation is adhered to</i></li> <li>▪ <i>Audits signed by external verifier</i></li> </ul>	<p><i>Internal Verifier</i></p>	<p><i>Guidelines for Assessors</i></p>
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<p><i>External Authenticator will ensure that agreed assessments are fair and consistent across a range of learners and programmes in accordance with QA standards</i></p>	<p>FETAC Co-ordinator</p>	<p>Reports Minutes of Meetings</p>
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<p><i>External Authenticator report will contain information gathered from audits on each of the following;</i></p> <ul style="list-style-type: none"> <li>▪ <i>How assessors applied the assessment process correctly and consistently</i></li> <li>▪ <i>Assessment guidelines were applied and marking standards adhered to</i></li> <li>▪ <i>A sample of results will be tested. Any discrepancies will be examined for borderline cases and results emanating from RPL</i></li> <li>▪ <i>Learners received constructive feedback on assessment decisions taken</i></li> <li>▪ <i>All relevant documentation from Internal Verifier are made available to External Verifier</i></li> <li>▪ <i>Irregularities were documented and made available to the relevant people</i></li> <li>▪ <i>The appeals process was carried out as indicated</i></li> <li>▪ <i>Recommendations by External Verifier are agreed and any outstanding issues to be resolved by the assessment group</i></li> <li>▪ <i>That the integrity of those involved with the assessment process was essential and maintained</i></li> <li>▪ <i>The principles of good practice were prevalent throughout the entire assessment process</i></li> </ul>	<p><i>FETAC Co-ordinator</i></p>	<p><i>Reports from External Authenticator Minutes of Meetings</i></p>
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<ul style="list-style-type: none"> <li>▪ <i>Evidence to be signed by Internal Verifier</i></li> </ul>		



<i>Monitoring</i>		
<i>Monitor (Job Title)</i>	<i>Frequency</i>	<i>Monitoring Method(s)</i>
<i>FETAC Co-ordinators</i>	<i>Annual</i>	<i>Minutes of Meetings</i> <i>Reports</i>



**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.8 Feedback to Learners</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure will ensure that learners will receive immediate, contextualised and effective feedback on actual assessment results			
<b>Staff Involved:</b> Tutors			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Learners will receive effective feedback on assessment and performances in either formative or summative manner	Tutor	Learner Feedback Sheets	
Tutors will adapt effective learning methods that will impact on the learner	Tutor	Tutor Learner Meetings	
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<i>Monitoring</i>		
<i>Monitor (Job Title)</i>	<i>Frequency</i>	<i>Monitoring Method(s)</i>
<i>Client Services Manager  Tutors</i>	<i>Ongoing</i>	<i>Assessment Reports</i>



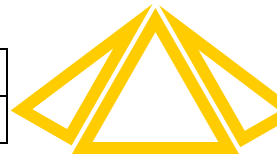


**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.9 Learner Appeals</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that the learner will receive accurate information if a re-check or and an appeal is requested</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, FETAC Co-ordinators, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>A learner who is dissatisfied with the results of an assessment process or consider the outcomes unfair may seek a re-check of results in a module(s) or appeal the decision of a tutor(s) in regard to the assessment results</p>	<p>Client Services Manager</p>	<p>Assessment Record Results</p>	



<p><i>A learner who is considering a re-check or an appeal should in the first instance discuss the issue(s) with the Client Services Manager with a view to have the matter resolved at the Client Services Manager level.</i></p>	<p><i>Client Services Manager</i></p>	<p><i>Re-check Procedure Appeals Procedure Records</i></p>
<p><i>An appeal at Client Services Manager level maybe sought by a learner on the following grounds that;</i></p> <ul style="list-style-type: none"> <li>▪ <i>The assessment process have not been properly implemented</i></li> <li>▪ <i>Compassionate grounds exist which relate to a learner assessment situation, /the compassionate consideration shall apply only to the assessment situation and not for example to factors affecting study leading to the assessment</i></li> </ul>	<p><i>Client Services Manager</i></p>	<p><i>Records of Appeals Reports Minutes of Meetings</i></p>



<p><i>When a re-check is requested the Tutor will;</i></p> <ul style="list-style-type: none"> <li>▪ <i>Conduct a re-check of results if requested by the learner. The learner will receive the outcome of the re-check in writing within a given time frame</i></li> <li>▪ <i>Inform the Client Services Manager responsible for the learner's results and of the re-check</i></li> <li>▪ <i>Retain the result of the re-check until learner has been notified of adjusted outcome</i></li> </ul>	<p><i>Client Services Manager</i></p>	<p><i>Reports</i></p> <p><i>Minutes of Meetings</i></p> <p><i>Recheck Procedure</i></p>
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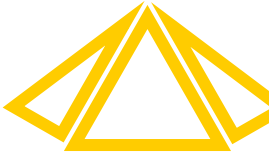


<p><i>When an appeal is requested the Tutor will;</i></p> <ul style="list-style-type: none"> <li>▪ <i>Consider the validity of such an appeal within a given timeframe</i></li> <li>▪ <i>Conduct the appeals process in accordance with FETAC's appeals process</i></li> <li>▪ <i>Notify the learner of the outcome of the appeals process within a given time frame</i></li> <li>▪ <i>Retain written documentation of the outcome of the appeal within given time frame</i></li> <li>▪ <i>Inform the Client Services Manager responsible for the learners results and outcome of the appeals process</i></li> <li>▪ <i>Review of all results will be conducted by Internal Verifier and External Authenticator</i></li> <li>▪ <i>If any additional training or support is needed for the learner this should be done</i></li> </ul>	<p><i>Client Services Manager</i></p>	<p><i>Reports</i></p> <p><i>Minutes of Meetings</i></p> <p><i>Records of Appeals</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Client Services Manager</i>	<i>Annual</i>	<i>Record of Appeals</i>  <i>Reports</i>
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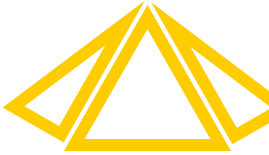
Policy No. 019	Revision: 1.0	113
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**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.10 Return of Certification Data</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that all results and appropriate documents have been signed off by External Authenticator and returned to FETAC for Certification Purposes</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Tutors will compile all appropriate documentation arising from internal verification of completed results and made available for External Authenticator	Tutors	Internal Verifier Reports	
Evidence of records can be approved of and signed by External Authenticator	External Authenticator	Results	

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<i>Monitoring</i>		
<i>Monitor (Job Title)</i>	<i>Frequency</i>	<i>Monitoring Method(s)</i>
<i>Client Services Managers</i>	<i>Annual</i>	<i>Assessment Records</i>





**B6 Fair and Consistent Assessment of Learners**

<b>Procedure Title</b>	<b>QA B6.11 Corrective Action</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure is to ensure that a corrective action plan is in place to deal with errors, omissions and/or deliberate acts by learners and staff which impinges on the validity of the assessment process</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>Internal Verifier will compile documentary evidence concerning any irregularities or malpractices that effect the assessment process and to notify the appropriate persons within Sunbeam House Services and other relevant parties</p>	<p>Internal Verifier</p>	<p>Internal Verifier's Report Assessment Records Learner Verification Reports Staff Verification Reports</p>	

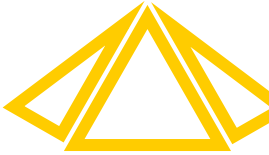


<i>Where appropriate the Internal Verifier will contact External Authenticator of the nature of any breaches and make recommendation for improvements/adjustments to the Client Services Manager</i>	<i>Internal Verifier</i>	<i>Internal Verifier's Report with recommendations</i>
<i>Internal Verifier will prepare an appropriate assessment corrective action plan within a specified time frame</i>	<i>Unit Managers</i>	<i>Corrective Action Plan (and time frame for implementation)</i>
<i>Client Services Manager will monitor the corrective action plan implemented within a specified time frame</i>	<i>Client Services Manager</i>	<i>Corrective Action Plan Implementation Correspondence to FETAC</i>
<i>As part of corrective action plan the Client Services Manager will notify FETAC immediately of any breaches that impinges upon the integrity of certification</i>	<i>Client Services Manager</i>	<i>Correspondence to FETAC</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
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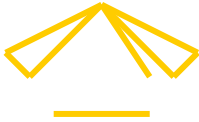
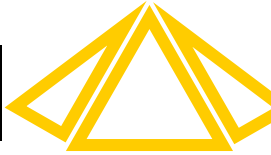


<i>Senior Services Manager</i>	<i>Annual</i>	<i>Corrective Action Plan</i>  <i>(time frame for implementation)</i>  <i>Correspondence to FETAC</i>
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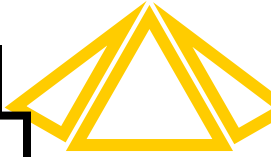
**B7**

***Protection for Learners Policy***

*Sunbeam House Services does not provide programmes on a commercial or profit making basis. All learners are guaranteed continuity and completion of all programmes run at its various centres. Sunbeam House Services is not subject to the terms of Section 43 of the Qualification Act. Arrangements are in place for learners to transfer to another provider should any of the programmes cease.*



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**B7 Protection for Learners**

<b>Procedure Title</b>	<b>QA B7.1 Cessation of Programmes</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that learners are offered alternative arrangements in the event of an unexpected cessation of programmes of 3 months duration or more</p>			
<p><b>Staff Involved:</b> Managing Director, Senior Services Manager,</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>At the commencement of training programmes learners will be informed of specific arrangements that are in place to ensure continuity and completion of programmes.</p>	<p>Tutors Client Services Manager FETAC Co-ordinators</p>	<p>Training Brochure Programme Brochure Prospectus Promotion Material Website</p>	



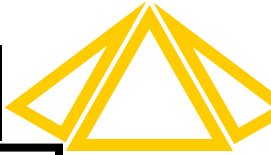


<i>Learners will be made aware of section 43 of the Qualifications Act 1999 re cessation of programme at the induction period</i>	<i>Unit Mangers FETAC Co-ordinators</i>	<i>Training Brochure</i>
<i>Senior Services Manager will facilitate learners onto a similar programme within a reasonable time frame with another service provider</i>	<i>Senior Services Manager</i>	<i>Transfer Forms Letters of Agreement with other Providers</i>
<i>Should an alternative provider request payment of fees Senior Services Manager to facilitate alternative funding</i>	<i>Senior Services Manager</i>	<i>Payment Request Form from Alternative Provider Proof of Capability of Alternative Provider to refund fees in the event of cessation of programmes</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager</i>	<i>Annual</i>	<i>Meetings Workshops Review of Reports</i>

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**B8**

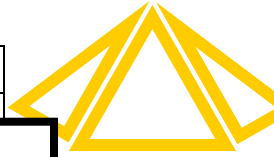
***Sub-contracting/Procuring Programme Delivery***

*At present Sunbeam House Services does not sub-contract or engage external delivery of programmes*



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**B9**

***Self Evaluation of Programmes and Services Policy***

*Sunbeam House Services is committed to the continuous improvement of all its programmes so that the quality, meaningful and effectiveness of programmes meet the needs of its learners. To this end a series of internal and external self evaluation of programmes and related services will be conducted throughout the various Sunbeam House Services centres. Also, to invite the participation of the relevant stakeholders in the self-evaluation process and to make the necessary improvements within a particular time frame.*

	<b>Sunbeam House Services</b>
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**B9 Self Evaluation of Programmes and Services**

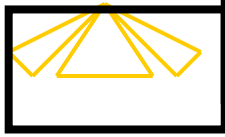
<b>Procedure Title</b>	<b>QA B9.1 Assignment of Responsibility</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will ensure that SHS adopts a systematic approach to monitoring and that SHS Quality Assurance operates within a framework that offers a quality service to its learners</p>			
<p><b>Staff Involved:</b> Senior Services Manager, Client Services Manager, FETAC Co-ordinators</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>Two members of staff will be trained as Internal Evaluators to facilitate the regional locations of SHS. This measure will ensure consistency in the evaluation process and have qualified tutors in place</p>	<p>Senior Services Manager  Client Services Manager</p>	<p>Minutes of Meetings</p>	



<i>Internal Evaluators will take cognisance of learner, tutor and other stakeholder feedback concerning programmes.</i>	<i>Internal Evaluators</i>	<i>Evaluation Reports Questionnaires Evaluation Sheets</i>
<i>All reporting will be analysed to verify that all procedures are complied with to meet SHS quality assurance policy and procedure document</i>	<i>Internal Evaluators</i>	<i>SHS Quality Assurance Policy and Procedure Document Evaluation Reports</i>
<i>Staff involved with programmes will familiarise themselves with SHS Quality Assurance quality and procedure document that reflects Quality Assurance nationally to ensure optimum implementation of training</i>	<i>Tutors</i>	<i>SHS Quality Assurance Policy and Procedure Document Minutes of Meetings</i>

**Monitoring**

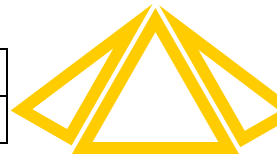
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager</i>	<i>Annual 25% Five yearly 100%</i>	<i>Meetings Review of Reports</i>



**Sunbeam House Services**

**B9 Self Evaluation of Programmes and Services**

<b>Procedure Title</b>	<b>QA B9.2 Frequency</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> The purpose of this procedure is to ensure that personnel responsible for the self evaluation process will agree on the frequency and scheduling of the self evaluation of programmes</p>			
<p><b>Staff Involved:</b> Self Evaluation Team and External Evaluator</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
On an annual basis 25% of programmes within Sunbeam House Services will be selected for self evaluation purposes	Self Evaluation Team	Self Evaluation Reports	



<p><i>Every five years the self evaluation process will take place of all programmes at all Sunbeam House Services centres</i></p>	<p><i>Self Evaluation Team</i></p> <p><i>External Monitor</i></p>	<p><i>Self Evaluation Reports</i></p> <p><i>External Evaluator Reports</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>Senior Services Manager</i></p>	<p><i>Annually</i></p> <p><i>Five Yearly</i></p>	<p><i>Evaluation Reports</i></p>



**B9 Self Evaluation of Programmes and Services**

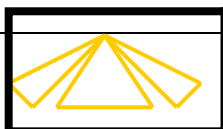
<b>Procedure Title</b>	<b>QA B9.3 Range</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> This procedure will be used to determine how programmes will be grouped for the purpose of self evaluation</p>			
<p><b>Staff Involved:</b> Self Evaluation Team, Tutors</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
<p>The Self Evaluation team will consider and determine the grouping of programmes in a particular area/or field of learning for self evaluation purposes across Sunbeam House Services</p>	<p>Self Evaluation Team, Tutors</p>	<p>Programme Review Reports</p>	



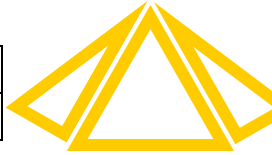


<p><i>The self evaluation team will examine documentation of the following:-</i></p> <ul style="list-style-type: none"> <li>▪ <i>A sample of returned evaluation forms from learners and tutors of programmes within similar fields of learning</i></li> <li>▪ <i>The plan for the delivery of the programmes</i></li> <li>▪ <i>The assessment materials (coursework, portfolios and results)</i></li> <li>▪ <i>The record and attendance systems</i></li> </ul>	<p><i>Self Evaluation Team, Tutors</i></p>	<p><i>Self Evaluation Team Reports Tutor Reports Learner Feedback Forms</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager</i>	<i>As required</i>	<i>Assessment Records Self Evaluation Reports</i>



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**B9 Self Evaluation of Programmes and Services**

<b>Procedure Title</b>	<b>QA B9.4 Learner Involvement</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure is to ensure that learners contribute to the self evaluation process and the learning experience			
<b>Staff Involved:</b> Client Services Manager, Tutors and Learners			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	

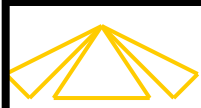
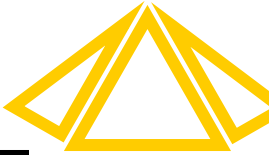
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<p><i>Views of the learner will be sought regarding the following aspects of learning;</i></p> <ul style="list-style-type: none"> <li>▪ <i>Do the learners enjoy the training</i></li> <li>▪ <i>Was the learning relevant and challenging</i></li> <li>▪ <i>Was it good use of their time</i></li> <li>▪ <i>Do learners like the locations, style and timing of learning</i></li> <li>▪ <i>The effort required by the learner to make most of the learning</i></li> <li>▪ <i>Is there a practical application to the learning</i></li> <li>▪ <i>Do the learners on completion of the programmes achieve the awards as planned</i></li> <li>▪ <i>Any other relevant influences</i></li> </ul>	<p><i>Tutors</i></p> <p><i>Learners</i></p>	<p><i>Learner Feedback forms</i></p> <p><i>Verbal</i></p> <p><i>Personal Outcomes Interview</i></p> <p><i>Managements observations of the impact of learning</i></p> <p><i>Tutors observations of the impact of learning</i></p>
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<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Self Evaluation Team</i>	<i>Annual</i>	<i>Assessment Records</i>

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**B9 Self Evaluation of Programmes and Services**

<b>Procedure Title</b>	<b>QA B9.5 External Evaluator</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<b>Purpose:</b> This procedure deals with the selection and appointment of External Evaluator			
<b>Staff Involved:</b> Senior Services Manager, Client Services Manager, FETAC Co-ordinators			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
Sunbeam House Services will select an External Evaluator who is experienced in the self-evaluation of programmes. Is independent of programme delivery and capable of comparing the quality of programmes being evaluated with similar programmes elsewhere	Evaluation Team	Qualifications Curriculum Vitae	
External Evaluator will be appointed by Sunbeam House Services	Evaluation Team	Management Approval Reports	

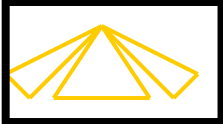
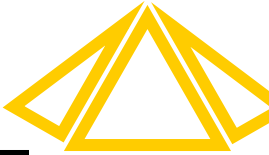


<i>External Evaluator shall be nominated by programme co-ordinators and shall hold academic or professional qualifications appropriate to the programmes and have experience of education and training and certification systems in Ireland and abroad</i>	<i>Evaluation Team</i>	<i>Qualifications Curriculum Vitae</i>
<i>External Evaluator shall be drawn from persons of standing and experience in the relevant fields and capable of giving an informed view of the success of programmes</i>	<i>Evaluation Team</i>	<i>Qualifications Curriculum Vitae</i>
<i>External evaluator will examine the audit records with particular attention to the implementation of corrective action</i>	<i>Evaluation Team</i>	<i>External Evaluator Reports</i>
<i>A written report will be submitted to the Board members for consideration and implementation</i>	<i>Evaluation Team</i>	<i>External Evaluator Recommendation Report</i>

**Monitoring**

<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<i>Senior Services Manager</i>	<i>Five Yearly</i>	<i>External Evaluator Reports</i>

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**B9 Self Evaluation of Programmes and Services**

<b>Procedure Title</b>	<b>QA B9.6 Methodology</b>	<b>Version 3</b>	<b>Date: Jan. 14</b>
<p><b>Purpose:</b> The purpose of this procedure sets out Sunbeam House Services policy on self evaluation that ensures the continued relevance and effectiveness of all programmes and services. By the gathering of data regarding programme design and delivery, resources, facilities and learner assessment as the learner progresses through learning</p>			
<p><b>Staff Involved:</b> Evaluation Team, External Evaluator, Senior Services Manager</p>			
<b>Methods used to carry out this procedure</b>	<b>Who does it</b>	<b>Evidence generated by this procedure</b>	
At the beginning of the fifth year of operation of programmes the evaluation and FETAC co-ordinator will make notification of schedules of planned meetings for the commencement of the self-evaluation process	Evaluation Team	<p>Schedule of Meetings</p> <p>Programme Team Meetings</p> <p>Minutes of Meetings</p>	

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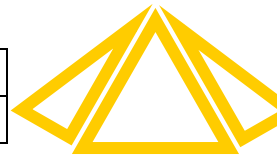




<p><i>The Evaluation team will carry out the following self evaluations against a self evaluation checklist of (see appendix 2);</i></p> <ul style="list-style-type: none"> <li>▪ <i>The effectiveness of Sunbeam House Services quality assurance procedures as applied to programme review</i></li> <li>▪ <i>Taken separately the effectiveness of the different aspects of programme and services</i></li> <li>▪ <i>The impact of programme and services have on learners and other stakeholders</i></li> </ul>	<p><i>Evaluation Team</i></p>	<p><i>Self Evaluation Checklist Findings</i></p> <p><i>Focus Group Interviews</i></p> <p><i>Questionnaires</i></p> <p><i>Reviews of Records</i></p> <p><i>Attendance Reports</i></p> <p><i>Minutes of Meetings with Management</i></p> <p><i>Observations</i></p>
<p><i>The Self Evaluation team will collate all data gathered and including a critique will draw up a self evaluation report based on its findings or outcomes</i></p>	<p><i>Evaluation Team</i></p>	<p><i>Self Evaluation Reports</i></p>
<p><i>The self-evaluation report will highlight the strengths and weaknesses of all programmes and services and address the question “<b>Has Sunbeam House Services achieved what it set out to achieve?</b>”</i></p>	<p><i>Evaluation Team</i></p>	<p><i>Report Findings</i></p>
<p><i>The external evaluator will review the self evaluation report and verify the outcomes of the report by selecting a sample of programmes of self evaluation</i></p>	<p><i>External Evaluator</i></p>	<p><i>External Evaluator Reports</i></p>



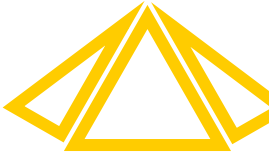
<p><i>The external evaluator will make recommendations for programme improvement based on his/her findings and his/her own expertise</i></p>	<p><i>External Evaluator</i></p>	<p><i>Learner Interviews</i> <i>Review of Records/Reports</i> <i>Observations</i></p>
<p><i>The programme improvement plan for programme improvement will be implemented and address and build on the strengths and weaknesses of programmes as identified by the self-evaluation report and the external evaluator's findings. The programme improvement plan will prioritise the areas for improvement that are realistic and achievable and have the most potential for improving learner outcomes that are agreed by management</i></p>	<p><i>External Evaluator</i></p>	<p><i>Programme Improvement Plan</i> <i>Minutes of Meetings with Management</i></p>



<p><i>The programme improvement plan can be built on and form the basis for future self evaluation purposes at Sunbeam House Services</i></p>	<p><i>Self Evaluation Team</i></p>	<p><i>Self Evaluation Records</i></p>
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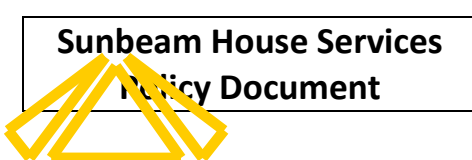
<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
<p><i>Senior Services Manager Self Evaluation Team</i></p>	<p><i>As required</i></p>	<p><i>Meetings Review of Reports</i></p>

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*Appendices*

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**Organisational Chart**

**364 Clients in the County Wicklow Region**

**Client Services Managers and Staff**

**Senior Services Managers**

<b>Kevin Hoey,</b> <i>Organisational Development Team Senior Services Manager</i>	<b>Kate Hopkins</b> <i>Residential and Day Senior Services Manager</i>	<b>Nigel Locke</b> <i>Financial and General Manager</i>	<b>Marie Farrell</b> <i>Day and Residential Senior Services Manager</i>	<b>Shelley Lynch</b> <i>Human Resources and Support Senior Services Manager</i>	<b>Maura O'Loughlin</b> <i>Quality and Compliance Senior Services Manager</i>	<b>Aoife Flynn Kennedy</b> <i>Housing Development and Transport Senior Services Manager</i>
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**Managing Director**  
**John Hannigan**

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**Board of Directors**