

FETAC Monitoring Report

Date of Completion

15 th June 2011

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Monitoring Report

1. DETAILS OF THE PROVIDER			
Name of Provider		Forus Training (38181S)	
Address		Castle House Castle Street Mullingar Co Westmeath	
Email Address		lisaotm@gmail.com	
Contact	Ms Lisa O'Connell	Telephone	044 9333928
Type of Provider	FORUS Training is a private training organisation offering a range of programmes principally in the business, childcare and IT areas. It registered with FETAC in 2006 and also offers programmes validated by Pitman, City & Guilds and JEB.		
Forms of Programme Delivery	Programme delivery is centre based, at its premises in Mullingar and at out-centres in Naas and Athlone. Training is also delivered at external venues; hotels, client premises, etc. Additionally, FORUS is unique in offering IT courses from two mobile units. Each <i>IT Roadster</i> is a self contained training facility with accommodation for 10 learners. This resource is used primarily at rural locations; community groups, national schools, etc, or at client's premises without IT training resources. Some FETAC certified provision has been delivered in this way.		

2. EDUCATION and TRAINING CENTRES/Training Locations		
Location(s)	Approx no Learners	FETAC Awards/Programmes
Castle House Castle Street Mullingar Co Westmeath	57	<i>DCHSC</i> Childcare
	94	<i>NF2955</i> Cleaning Skills
	26	<i>D20180</i> Care of the Older Person
	10	<i>BF0133</i> Computer Literacy
	15	<i>BF0134</i> Consumer Awareness
	20	<i>WF0004</i> Preparation for Work
3. SCOPE OF MONITORING		
<p>To establish the effectiveness of the quality system against which FETAC certified programmes are delivered at FORUS Training. A review of quality procedures and evidence or their implementation was completed, with particular emphasis on Policy areas B5: <u>Programme Development, Delivery & Review</u>, B6: <u>Fair & Consistent Assessment of Learners</u> and B9: <u>Self Evaluation</u>.</p>		
Type of Visit Undertaken	Initial ✓	Follow-Up X
Monitor Reference	FM01	

4. EVIDENCE REVIEWED

Outline of meetings and discussions held with provider

The Managing Director, the FETAC Coordinator/Trainer and one other Trainer were in attendance during the entire monitoring visit. The Agenda, as agreed, was covered in full. It was not possible to arrange a meeting with learners during the visit.

Evidence reviewed during site visit to include:

- QA Procedure Manual
- Learner Induction Documentation
- Trainer Induction Documentation
- Trainer Induction Check List
- Application Form & Process
- Internal Verification Procedure Document
- External Authentication Document
- Learner Attendance Records
- Training Schedule
- Personnel File, including records of CPD
- Internal Verification Reports – (02.02.11 / 23.12.10)
- External Authentication Report – 03.02.11
- Results Approval Panel Report – 03.02.11

Minutes

- Post Programme Meeting – Cleaning Skills L3 (06.01.11)
- Programme Planning Meeting – Cleaning Skills L3 (25.11.10)
- QA Meeting (25.02.11)
- QA Meeting (21.04.11)

Observation of Facilities and Resources

FORUS Training is located on the first floor of a modern building in Mullingar town. The reception area is contemporary and fit for purpose. There are a number of offices, a storage area for assessment related materials with restricted access and two IT training rooms (x12 & x10). One of the IT rooms doubles up as a general purpose training room. There is broadband internet access throughout the building.

Other Evidence Noted/Observations

N/A

5. MONITOR OBSERVATIONS	
Policy Areas	Observations on Good Practice and Areas for Improvement
B1. Communications	<p>Comprehensive course brochures/website produced in line with FETAC '<i>information for learners</i>' requirements.</p> <p>Feedback from all stakeholders viewed as a key driver of action to enhance training provision and the FORUS Training quality system.</p> <p>Evidence of ongoing engagement with staff and other stakeholders.</p>
B2. Equality	<p>An Equality Staff Training Manual has been published, which is the core resource in this area.</p> <p>Equality Audit completed in 2011 with associated action plan.</p>
B3. Staff Recruitment and Development	<p>A formal staff recruitment process is in place, which includes a comprehensive staff induction process.</p> <p>Annual staff appraisal drives CPD. All staff are encouraged and facilitated in this regard, in line with the strategic objectives of the organisation.</p> <p>It is planned that Management and some trainers will complete a Lead Auditor's Course in 2011.</p>
B4. Access, Transfer and Progression	<p>Comprehensive process of pre-course engagement with learners was observed, which provides the learner with a learning plan. This also informs the team in course planning.</p> <p>High awareness at the Centre around equality and diversity for all.</p>
B5. <u>Programme Development, Delivery and Review</u>	<p>'Hands on' approach taken by MD in the development of each programme. All programme materials developed in house through a rigorous process; concept, courseware development, pilot and review. All programmes 'signed off' by MD before pilot commences. All programmes subject to regular review.</p>

	<p>High awareness of advantage gained from feedback from all stakeholders. Maximising the training experience for the learner observed as a key objective at FORUS Training.</p> <p>Ongoing opportunity for feedback, both formal and informal, by learners and trainers during programme delivery.</p> <p>Strategic analysis of all feedback on a quarterly basis which informs appropriate action; trends, KPI's, satisfaction levels, etc.</p> <p>Clients provided with copies of end of programme review report.</p>
B6. <u>Fair and Consistent Assessment of Learners</u>	<p>Systematic approach to the planning of assessment, which is an integral part of pre-course planning engaged by the MD and trainers.</p> <p>Secured storage for assessment related materials, with restricted access.</p> <p>Formal and verified process around the submission of projects and assignment.</p> <p>Peer review engaged around the assessment of skills demonstration.</p> <p>Appeals procedure in place but not yet engaged with.</p> <p>Cross moderation process in place.</p>
B7. <u>Protection for Learners</u>	<p>Protection for learners arrangements are in place where a Major Award is offered, evidence reviewed during the visit.</p>
B8. <u>Sub-contracting/Procuring Programme Delivery</u>	<p>B8 does not apply at present, but may in the future. It is understood that procedure documentation must be prepared and submitted to FETAC if and when this Policy area becomes relevant.</p>
B9 <u>Self Evaluation of Programmes and Services</u>	<p>A Self Evaluation schedule is in place for 2011 to 2015. The Self Evaluation of three programmes is currently in hand; Cleaning Skills, Childcare L5 and Supervision in Childcare L6.</p>

B10. Recognition of Prior Learning		N/A	
6. OVERALL QA SYSTEM – Conclusions			
Good Practice	A quality driven learning environment was evident at FORUS Training, with appropriate levels of evidence of procedure implementation. Findings indicate that the quality system, as observed, is effective in maintaining and improving the quality of programmes and services.		
Areas for Improvement	The Provider Must:	By this date	
6.1 Essential	N/A	N/A	
6.2 Developmental	The Provider Should Consider: Reviewing the practice around the preparation of examination papers to assure/verify previously ‘unseen’ papers are delivered on all occasions. A more formal/verified approach to the briefing of all 3 rd party assessors. Reviewing the cross moderation/peer review processes and the learner appeals procedure, in line with discussions during the monitoring visit.		
7. MONITORING OUTCOMES			
Conclusion	FORUS Training has a comprehensive approach to the management and effective engagement of its quality system. The Quality Procedure Manual is the driver of quality practices at the Centre. It was observed to be a dynamic document, which is subject to ongoing review and enhancement. The manual has recently been reviewed and redesigned to embrace both FETAC and ISO 9001 quality requirements. It is a strategic objective of Management that FORUS Training will seek ISO 9001 certification in the near future. 1. Provider effectively implementing quality assurance 2. Provider effectively implementing quality assurance with minor/developmental areas for improvement 3. Provider moderately effective with a number of essential remedial areas for improvement 4. Provider quality assurance not effective with critical remedial areas		
Required Further Actions	N/A		

8. Provider Feedback

In this section the Provider, having participated in the Monitoring process, is invited to provide feedback following the completion of the Draft Monitoring Report by the FETAC Monitor.

Feedback and Comments

The Team at Forus Training welcomes FETAC monitoring report.

The report findings are fair, comprehensive and the developmental recommendations will be addressed as a matter of priority.

We were adequately informed of the monitoring visit, presented with a detailed and comprehensive agenda for the day, in advance. The nominated FETAC Monitor was at all times courteous and professional and took a systematic and thorough approach.

The Monitor took the time to review the learning environment and fully engage with staff. Policies, resulting training and assessment records that are required for reference and recording purposes in the key relevant areas were methodically reviewed.

Forus Training was very satisfied with the monitoring visit, and pleased that the ongoing work of all staff in the Area of Quality assurance was recognised by the resulting report.

Lisa O Connell, Managing Director



Web References

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<http://www.fetac.ie/fetac/providers/tools/ga.htm>

Quality Assurance in Further Education and Training; Policy Guidelines for Providers, V1.3; Procedure template, etc.

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<http://www.fetac.ie/fetac/providers/tools/assessment.htm>

¹Quality Assuring Assessment Guidelines for Providers May 2007

²Internal Verifier Guidelines

³Guidelines for External Authenticators

<http://www.fetac.ie/fetac/providers/tools/atp.htm>

Information for Learners Guidelines for Providers.

<http://www.fetac.ie/fetac/providers/tools/ga.htm>

Procedure Template

All providers are encouraged to keep up to date with developments on the FETAC website, including the schedule of provider briefings.