SOP 10 Instructions for management of Learner Portfolios (QA in Action)

Learner Portfolios are very important because:

- They are the only evidence of the learners work
- They are core to the External Authentication process and learner certification/success
- They must be centre staged at all times
- They are subject to Site Visit Review
- Learners portfolios should be compiled during every session

Begin with the end in mind
Learners must never remove their portfolios from the premises/or the tutors possession
Portfolios must be kept in locked storage unit or safe storage by tutor
Regular Portfolio reviews will occur

Prepare Your Approach to Developing Portfolios in advance

- Portfolios should be set up in advance of training delivery and used in every session
- Work carried out in each session should be inserted in the appropriate section before the learners finish each day
- Role Modeling is important to enable learners to grow and develop
- Do not allow the learners work to accumulate - this leads to unfinished/sub standard portfolios and poor outcomes for learners

Who is responsible?

- Ultimately THE TUTOR is responsible for guiding and mentoring the learners towards their goal of completing their portfolio – levels 3, 4 & 5
- Learners should be encouraged to take pride in their work
- Vulnerable learners may need significant hand holding in this regard
- Level 6 portfolios are more learner self-directed
- Monitor progress regularly
- Devise a system where back log caused by absenteeism is managed
- **DO NOT ALLOW MISSED ASSIGNMENTS TO BUILD UP!**
- Do not expect learners to self manage their work - this method does not work

Portfolio Format:

- Read the detailed procedure on presenting the learner's portfolio (in tutor handbook)
- Assignments must match SLOs and the SLO number/s must be identifiable in each assignment
- Assignment briefs must be clear
- Evidence must be collected – video, audio, photos, written, drafts, typed – must be learners work (not hand-outs)

Feedback to Learners:

Feedback should be Continuous and be in both Written Form (Evidence) and Oral.

- Should be Evidenced throughout Portfolios
- Include at least one Learner Meeting Records (scheme of work)
- Specific New Links Training Solutions Forms are also available if required (NLTS 0097)

Managing the Process:

Best practice guidelines

- Keep a log of complete/ incomplete assessments
- Ask the learner/s to complete outstanding assessments on their next attendance day – Learner meeting record
- Report any ongoing attendance/portfolio issues to coordinator – tutor to deal with minor issues
- Tutor vigilance, monitoring and reporting is essential
- Keep the lines of Communication Open at all times
- Report Regularly & Ask for Help if you need it !

Grading Learner Portfolios:

Please read the instructions in your tutor handbook and ensure that you understand the following:
- Marking Scheme (pre-approved)
- Model Answers
- Fair and Consistent approach
- Familiarise with protocol – provisional grading, appeals, submission procedures etc…
- Don't Assume
- ALWAYS Provide Feedback
- ALWAYS USE red or coloured pen pen
- **Read Assessment Policy in your tutor handbook**

Submitting Learner Portfolios:
- All portfolios must be graded and returned within two weeks of course completion or assignment submission date
- Ensure that all aspects of the tutor checklist have been completed accurately and completely.
- Scheme of work and course folders must be returned with portfolios.
- Ensure that all relevant administration paperwork has been completed in the required format.
- Intake checklist/Internal Verification will be completed with tutor by the QQI coordinator – please make an appointment

Internal Verification:

- Once learner portfolios have been submitted they will be subject to Internal Verification (IV). This process reviews the work presented from a number of perspectives:
- Evidence of good practice
- Compliance with all QA procedures and agreed paperwork.

- All vital learner details are inserted (signatures, PPS numbers, DOB etc)
- Cross moderation against same modules to ensure consistent standard of work and assessment
- Ensures that fair and transparent assessment procedures have been applied
- Once the portfolios have been approved by the IV panel they are presented for External Authentication (EA)
- In the event that portfolios are rejected by the IV panel a report will be provided to the tutor - the IV report will contain the reasons for the rejection.
- Corrective action protocol is outlined in the tutor contract **(section 7)**

External Authentication:

- Once the portfolios have been received by the QQI coordinator and approved by the IV panel they are then presented to the external examiner for final assessment.
- Following this process desk monitoring by QQI is carried out.
- The process is then complete and learner's certificates will be issued by QQI.