S11.0 Evaluation of Programmes & Services

In compliance with the the Qualifications and Quality Assurance (Education and Training) Act 2012. NLTS is committed to ensuring that a comprehensive and inclusive evaluation process exists to ensure that all its programmes and additional services are maintained to an excellent standard. Learner input and feedback from learners is an essential part of this procedure and NLTS is committed to ensuring that learner input is integrated into all aspects of the process.

S11.1 Assignment of Responsibility/Frequency

1. The management of NLTS and the QQI co-ordinator will be responsible for internal evaluations of our services and programmes every two years.
2. The management of NLTS will provide ongoing time, resources, expertise and support to ensure that twice yearly self-evaluations are carried out.
3. A self-evaluation plan will be used to inform the process.
4. The self-evaluation process will apply to all programmes and services.
5. The coordinator & management will sign off on a self-evaluation report once the evaluation is complete.
6. The report will contain recommendations for improvement of programmes and services.
7. **A QA improvement plan** (NLTS 106) will outline planned improvements for the centre.

S11.2 Learner Involvement in Self Evaluation.

1. A review of learner evaluations will be included in the self-evaluation process.
2. If necessary a focus groups may be convened inviting a cross-sampling of learners to participate in the self-evaluation process.
3. An independent neutral third party will be asked to facilitate the focus group, gather and collate the information provided by learners.

S11.3 External Evaluator

1. From time to time NLTS will engage the services of an external evaluator (subject matter expert) to assist with programme development and improvement.
2. Subject matter experts may include the following:
   - Tutors/trainers
   - Other providers
   - VEC employees
   - QQI briefings
   - External Evaluators.

S11.4 Methodology

The methods used in the self-evaluation process will include one or more or all of the following:

1. Outline plan
2. QA tracking document (version control etc)
3. Definition of roles and responsibilities
4. Checklists

5. Group discussion
6. Staff interviews
7. Team meetings
8. Focus group interviews facilitated by a neutral third party
9. Gathering & collating information
10. Summary information
11. Evaluation report
12. QQI Self Evaluation Template/s
    - QA Procedures
    - Validated programmes
13. Monitor & Review by management

Procedural Documents:

- QQI Self-evaluation of Quality Assurance Procedures (Self-evaluation against core QA guidelines (April 2016)
- QQI Self Evaluation validation of programmes (ND)
- NLTS 106 QA Improvement plan
- QA Tracker – live document not contained in this section