

# FETAC Monitoring Report

Date of Completion

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# Monitoring Report

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1. DETAILS OF THE PROVIDER			
<b>Name of Provider</b>		Hughes Consultancy and Training FETAC reg 38774H	
<b>Address</b>		Unit 15A, Hebron Business Park, Kilkenny.	
<b>Email Address</b>		<a href="mailto:admin@hughestraining.ie">admin@hughestraining.ie</a>	
<b>Contact</b>	Fiona Hughes	<b>Telephone</b>	056 7712755
<b>Type of Provider</b>		<p>Hughes Consultancy and Training is a private limited company and registered with FETAC since early 2010. Initially specializing in courses in Horticulture and based in Kells, they have since branched out into the soft skills arena and now offer a wide range of courses, including food safety, health and safety, manual handling and care skills.</p> <p>They moved to their current location to give them the ability to expand into other areas.</p> <p>As none of the courses currently on offer are of greater than 3 months duration, PFL does not apply, however the provider is aware of their obligations under section 43 should this change and will notify FETAC.</p> <p>HCT are also not approved under section 10 (RPL) and hence do not offer RPL to learners.</p>	

<p><b>Forms of Programme Delivery</b></p>	<p>They have 7 full time staff, and 1 full time tutor who also acts as lead assessor. Fiona Brennan is the FETAC coordinator and Claire is the training coordinator.</p> <p>This year to date, over 500 learners have attended/are attending HCT programmes. Over 300 learner results were submitted (306) in the June certification period, with 100% pass rate.</p> <p>They have a panel of 81 tutors based nationwide who provide training programmes, with 2 dedicated sales staff based in Kilkenny. The 2 directors (Julian Hughes and Colette McColgan) provide tutor induction training (3-3.5 hours duration) and also conduct all assessment.</p> <p>Tutors are provided with course material and assessment briefs including model answers and marking schemes.</p> <p>Fiona carries out all internal verification of assessment results and there is a panel of external authenticators, depending on subject matter.</p> <p>Programmes are generally classroom based with outdoor/workshop facilities provided as appropriate. At present, a large proportion of learners come from CE schemes countrywide.</p> <p>External facilities are chosen based on facilities criteria that are centrally maintained. Many of the horticultural programmes are very practical and hands-on and the associated projects are community based.</p> <p>HCT at present provide 30 minor awards and 1 major (Horticulture).</p> <p>Discussion took place re the importance of the particular need for consistency of assessment across assessors and to national standards in the new care skills programmes on offer.</p>
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<b>2. EDUCATION and TRAINING CENTRES/Training Locations</b>		
<b>Location(s)</b>	<b>Approx no Learners</b>	<b>FETAC Awards /Programmes</b>
Multiple locations nationwide and centrally managed from Head Office, Kilkenny	800 pa	<p>Level 6:  L32274 Skills for Trainers (minor)  L32199 Supervisory Management (minor)  E30179 Train the Trainer (minor)</p> <p>Level 5:  CASHX Horticulture (major)  D20163 Care Skills (new: minor)  D20164 Care Support (new: minor)  D20180 Care of the Older Person (new: Minor)  L22559 Challenging Behaviour (minor)  D300005 Child Development (minor)  G200001 Communications (minor)  D20151 Customer Service (minor)  C20024 Food Processing (minor)  N22795 Food nSafety and HACCP (minor)  N12958 Home Repairs and Maintenance (minor)  C20194 Landscape Construction &amp; Maintenance (minor)  L22384 Machinery Operation &amp; Maintenance (minor)  C20140 Nutrition (minor)  D20188 Occupational First Aid (minor)  D20170 Palliative Care Support (new: minor)  N22792 Pesticide Handling &amp; Application (minor)  C20190 Plant ID &amp;Use (minor)  C20049 Plant Science (minor)  B20149 Reception Skills (minor)  B20037 Retail Selling (minor)  D20165 Safety &amp; Health at Work (minor)  D20055 Soil Science &amp;Growing Media (minor)  B20153 Start Your Own Business (minor)  W20008 Work Experience (minor)</p> <p>Level 4:  N12956 Domestic Plumbing (minor)  C10201 Plant Caire &amp; Maintenance (minor)  A10203 Woodcraft (minor)  N12954 Tiling</p>

### 3. SCOPE OF MONITORING

#### *Outline areas reviewed in the course of monitoring*

Monitoring included all areas of the provider's QA process. Particular emphasis was placed on the most recent IV, EA and RAPs which took place prior to June 2011 certification .

<b>Type of Visit Undertaken</b>	Initial ✓	Follow-Up
<b>Monitor Reference</b>	E008	

#### **4. EVIDENCE REVIEWED**

##### **Outline of meetings and discussions held with provider**

Monitoring activity comprised of a conference meeting which was held on August 24<sup>th</sup> at the Roscrea headquarters. 2 HCT directors and FETAC coordinator were at this meeting.

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**Evidence reviewed during site visit:**

- Hughes Consultancy and Training (HCT) website
- HCT QA Manual (all policies and procedures)
- Evidence arising from same
- Verification visit report
- Computerised training database
- Hard Copy learner records
- Learner handbook/pack which contains details of assessment methodology
- Learner feedback forms
- Tutor contracts.CV's
- Tutor Job specifications
- Tutor reports
- Tutor handbook/pack containing marking scheme.
- SE checklist report
- Centre SE reports (focus only Landscape Level 5)
- Centre PIPs
- Desk Monitoring report (Landscape Level 5)
- Evidence of June 2011 authentication including IV, EA and RAP
- PFL arrangements

**Observation of Facilities and Resources**

The head office at Hebron Business Park is an administrative centre which manages all programme design, development and delivery. All assessment is coordinated from this centre with all IV carried out here. Facilities are rented as needed nationwide and according to set criteria depending on the type of programme being offered. These criteria are logged and monitored at the administrative centre.

All learners are logged on to a central training database which includes PPS # and DOB. This is excel driven and cross references all relevant hard copy files.

A separate worksheet is maintained on this database for every training programme.



<b>5. MONITOR OBSERVATIONS</b>	
	<b>Observations on good practice and areas for improvement</b>
<b>B1. Communications</b>	<p><b>B1.1 Communications with Staff</b> All staff undergo induction training by the center staff and are given a tutor handbook outlining assessment methodology. Staff have mid course and end of course tutor feedback forms and attend briefing sessions at the centre.</p> <p><b>B1.2 Communications with Learners</b> Communication methods include a very comprehensive website (see below for recommendations for improvement) learner pack, learner application form, newsletter, etc Learner feedback reports are reviewed at the end of each programme.</p> <p><b>B1.3 Communications with Other Stakeholders</b> Many of the learners participating in HCT programmes come from CE schemes and many of the projects undertaken by students are community based.</p>
<b>B2. Equality</b>	<p><b>B1.1 Equality Training</b> Equality training is ongoing and records produced.</p> <p><b>B1.2 Equality Planning</b> Evidence reviewed of equality planning. Equality audit reports on file</p>
<b>B3. Staff Recruitment and Development</b>	<p>HCT has a panel of 81 tutors which are all self employed. HCT conducts induction training for all tutors and each tutor is given a tutor pack which includes course material, assessment methodology, assessment techniques and model answers. HCT is committed to CPD and tutor training was reviewed as having taken place as late as 03/11.</p>
<b>B4. Access, Transfer and Progression</b>	<p>Learner application form includes questions relating to special facilities. HCT would like to offer major awards allowing learners who have accumulated</p>

	enough credits vis their minor awards to progress.
<b><u>B5. Programme Development, Delivery and Review</u></b>	Validation forms reviewed which included management approval sign off. Development methodology includes preparation of a delivery/ lesson plan and assessment plan for each programme. Tutor notes are produced which include assessment brief, exam sample
<b><u>B6. Fair and Consistent Assessment of Learners</u></b>	<p><b>Coordinated Planning of Assessment:</b> Assessment is centrally managed by the centre in Kilkenny through the HCT tutors, with Internal Verification carried out by the FETAC coordinator (Fiona Brennan) at the centre. Assessment plans are in evidence</p> <p><b>Information to Learners:</b> The website is used to inform learners re programmes on offer but it also should contain details of course assessment methodology. HCT Learner pack contains details of assessment methodology and % breakdown between exam, skills demo and project</p> <p><b>Security</b> Secure processes are in place for issuing assessment instructions to assessors. A central database ensures that all information is readily retrievable and this is backed up daily. Each record is also date referenced.</p> <p><b>Reasonable Accommodation</b> In the learner application form, learners are asked to outline specific support requirements and these are accommodated where possible. An 'Outside Venue Checklist' is maintained and was available for review.</p> <p><b>Consistency of Marking Between Assessors</b> Assessment plans, methodologies and techniques are outlined in the tutor pack and internal verification is carried out centrally. No changes were made to any grades by the EA in June which suggests that the instructions were clear.</p> <p><b>Third Party Assessment</b> No third party assessment is undertaken by the provider at present. This may have to reviewed in the future for the healthcare programmes. Learner records were audited for June 2011 submission. IV reports, EA report and RAP report were X referenced using central training database.</p> <p><b>B6.7.1 Internal Verification</b> There was good evidence of a robust internal</p>

	<p>verification process</p> <p><b>B6.7.2 External Authentication</b> 2 External Authenticator reports were reviewed which portrayed different standards of reporting. It was agreed that the more detailed feedback was of more benefit to HCT in carrying out continuous improvement</p> <p><b>B6.8 Feedback to Learners</b> Learners are informed of their results as soon as they are available.</p> <p><b>B6.9 Appeals</b> A timeline of 14 days is allowed for learners to appeal their results.</p> <p><b>B6.10 Results Approval</b> There was good evidence of best practice throughout the assessment processes. Sampling was in line with FETAC requirements across all the components reviewed. The RAP report showed zero changes in 306 submissions in June 2011 certification.</p> <p><b>B6.11 Corrective Action Plan</b> Tutor feedback reports, SE reports and learner feedback reports are all reviewed and evidence exists of CAs and feedback to tutors to amend delivery styles, etc.</p>
<b><u>B7. Protection for Learners</u></b>	PFL contracts exist for Horticulture (2: Pearse College in Dublin and the Teagasc college at the National Botanic Gardens )and Food Science ( only 1: Our Lady's Secondary School, Belmullet)
<b>B8. Sub-contracting/Procuring Programme Delivery</b>	HCT does not subcontract any of its programmes to other providers
<b><u>B9 Self Evaluation of Programmes and Services</u></b>	<p>Evidence of a Self Evaluation and consequent PIP was reviewed which focused on the Horticultural programme area.</p> <p>A further SE is planned for Sept 2011 focussing on the Train the Trainer programme, while Home repair and Maintenance will be the focus of a self evaluation in Jan 2012.</p>
<b>B10. Recognition of Prior Learning</b>	Not applicable

## 6. Overall QA System – Conclusions

<p><b>Good practice</b></p>	<p>HCT is managed centrally from the office at unit 15A Hebron Business Park Kilkenny. A professional approach to the delivery of quality training programmes is evident with a commitment to best practice in the area of credibility of awards via the processes of internal verification and external authentication of assessment results. A commitment to continuous improvement is also evident via the planning of ongoing self evaluation of programmes and services          Much effort has been put into the maintenance of a robust QA system and the development of a computerised database for the maintenance and retrieval of training data. This is to be commended.</p>	
<p><b>Areas for Improvement</b></p> <p><b>6.1 Essential</b></p>	<p><b>The provider must:</b></p>	<p><b>By this date</b></p>
<p><b>6.2 Developmental</b></p>	<p><b>The provider should consider</b></p>	

	<p>Ensure PFL arraignments are in place and agreed with FETAC prior to offering programmes in the healthcare area in particular.</p> <p>Assessment plans should be included as part of the descriptors for all programmes on the HCT website. Consideration should be given to consolidation of the evidence list for all procedural areas in order to simplify same and reduce maintenance overhead.</p>
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<b>7. Monitoring Outcomes</b>	
<b>Conclusion (highlighted)</b>	<ol style="list-style-type: none"> <li>1. Provider effectively implementing quality assurance</li> <li><b>2. Provider effectively implementing quality assurance with minor areas for improvement</b></li> <li>3. Provider moderately effective with a number of essential remedial areas for improvement</li> <li>4. Provider quality assurance not effective with critical remedial areas</li> </ol>
<b>Required further actions</b>	

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