



St. John of God Community Services CLG

Quality Assurance Procedures for QQI (2025)

October 2024 - updates

1. Title is now Quality Assurance Procedures for QQI 2024
2. Two amends made to QQI 010 Learner Records and Data Protection (now Version 4, June 2024)

October 2025 – updates

1. Changed title of document to Quality Assurance Procedures for QQI (2025)

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QQI Manual Section 3.4	QQI 001 Information for Learners	Version 2:	Date: Aug 2023
Purpose: This procedure identifies the required information to inform current and prospective learners regarding the range of programmes available to partake in within the organisation. Under the terms of the 2012 Education and Training Act all Learners will be provided with information on: • Awards, • Access, Transfer and Progression options, • Protection for Learners should a programme cease.			
Staff Involved: Supervisors, Instructors			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
- List of Accredited Programmes - Awards titles, framework levels and awarding bodies - Mechanism for giving and receiving feedback on learners' progress. - New learners get to samples to explore their training and development needs	Supervisor/ Instructor Learner Supervisor/ Instructor Learner Supervisor/ Instructor	Learner Handbook Trainer notes/ Learner Evaluation Form Course determination	
- SJOGCS create awareness of QQI accredited programmes in each local Day Service or Training Centre and use presentations, and knowledge of existing learners or prior learners to showcase the benefits of QQI training programmes.	Supervisors and Instructors		
Supporting Document			
SJOG CS are committed to promote Training and Development	All	SJOGCS24 Access to Training and Development for People Using Intellectual Disability services	
SJOG CS are committed to promote Training and Development	All	SJOGCS Learner Handbook SJOGCS QA Manual	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Instructors Supervisors	As and when required	Minutes of meetings. PCP goals/ plans	

QQI Manual Section 3.2, 3.5	QQI 002 Application for Supports (Learner Entry Arrangements)	Version 2:	Date: Aug 2023
Purpose: This procedure describes how a person enters onto a training programme with SJOGCS.			
Staff Involved: Secondary School, Director, Programme Managers, Co-ordinators, Supervisor and Instructors,			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
In HSE RT funded programmes the prospective learner usually samples the programmes while still attending school. When the learner enters a HSE funded programme an entry form, consent form and a referral form are to be sent to the Occupational Rehabilitation Guidance Service and assessed by the HSE Day Opportunities officer.	Secondary School, Training Centre Supervisors	Learner Evaluation Report Entry form Consent form Referral form Confirmation letter	
In the likelihood that a prospective learner has not been successful in securing a place on the QQI programme. An Appeals process is available to the person	Regional Application for Support Committee	Correspondence and minutes of Regional Application for Support Committee Meetings	
Supporting Documents			
SJOG CS are committed to a transparent admission and discharge	All	SJOGCS Policy on Admission and Discharge	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Application for Support	Monthly	Minutes of meetings	
Committee at each SJOG CS region	Meeting		

QQI Manual Section 3.2.1, 3.3	QQI 003 Recognition of Prior Learning	Version 2	Date: Aug 2023
Purpose: This procedure describes how the organisation recognises prior learning			
Staff Involved: Regional QQI lead representative, Supervisors, Instructors, Programme Manager, Regional Application for Support Committee			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Assessment and evaluation of prior learning conducted as part of the overall assessment for services.	Application for Support Committee Coordinator	Initial assessment report Certification of Prior Learning	
Recommendation on appropriate entry level given to learner from Regional Application for support Committee	Regional Application for Support Committee Coordinator	Minutes of Regional Application for Support Committee Written Correspondence	
Supporting Documents			
SJOG CS are committed to promote Training and Development	All	SJOGCS24 Access to Training and Development for People Using Intellectual Disability services	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Regional Application for Support Committee	Annually	Assess the service user’s previous achievements record. Minutes of Committee meeting	

QQI Manual Section 3.6	QQI 004 Identification of Potential Programmes	Version 2	Date: Aug 2023
Purpose: This procedure describes how training programmes are developed to meet learner needs. To support the development of potential programmes we use the following approaches: Learner Input and the Person Centred Planning Process.			
Staff Involved: Management Team, Co-ordinators, Supervisors,			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Through the Person-Centred Process, Learners and key workers identify personal goals related to education and training.	Learner, Key worker, Circle of Support	PCP/ PCP Action plan SJOGCS Learner Handbook	
If Programme is not available in SJOGCS, the Supervisor will inform the QQI Programme Development and Review Team (QQI D&R Team) that there is a need identified re the particular programme and its demand are explored	Key Worker, Supervisor, QQI D&R Team	Evidence of demand exploration. Programme Proposal submitted to QQI D&R Team.	
Supporting Document			
SJOGCS QI Quality Assurance Manual 2023	All		
SJOGCS are committed to promote Training and Development	All	SJOGCS24 Access to Training and Development for People Using Intellectual Disability services	
SJOGCS are committed to a Person Centred Approach environment	Instructors, Local Supervisors, QQI Committees	SJOGCS 30 on Person Centred Approach	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Management Team/ local Training and Education Supervisors	Monthly	Consultation with Referral Agents, future service learners and their families	
Supervisors	Monthly	Review of Individual goals and person centred plans in consultation with Key workers and learners.	

QQI Manual Section 3.8	QQI 005 Approval of New Programme Proposal	Version 2	Date: Aug 2023
Purpose: This procedure describes how an outline new programme proposal and how it is managed by the QQI Programme Development & Review Team and Academic Committee for QQI Training and Education.			
Staff Involved: Key Workers, Supervisor, Instructors, Academic Training Committee for QQI Training and Education and Team members.			
Method used to carry out this procedure	Who does it	Evidence generated by this procedure	
In the absence of a required programme and if the demand is there, an outline proposal is submitted by the QQI Programme Development & Review Team to the Academic Committee for QQI Training & Education once the need for such a programme has been identified.	QQI Programme Development & Review Team	QQI Programme Development & Review Team Minutes Proposal plan for new programme QQI approves programmes	
The outline proposal for potential programme will include. Identification of programme level and associated major awards. Rationale for proposed programme How programme fits with the scope of training. Proposed target group Identification and approval of Required resources and associated costs and resources (corporate approval) An action plan outlining required subject matter expertise and deadlines for completion.	Academic Committee for QQI Training and Education to approve or not approve outline proposal. QQI Programme Development & Review Team develop outline proposal. Other departments in SJOGCS will be liaise with for corporate approval.	Minutes of Meetings of Academic Committee for QQI Training and Education and QQI Programme Development & Review Team and other departments in SJOGCS (corporate decision making), outline proposal Programme Plan	
Supporting Documents			
SJOGCS are committed to creating a positive learning environment and follow national standards of QQI	Instructors, Local Supervisors, QQI Committees/ Teams	QQI Guidelines and National Framework of Qualifications	

QQI Manual Section 3.9, 3.10	QQI 006 Development and Validation of New Programmes	Version: 2	Date: Aug 2023
Purpose: This procedure describes how new training programmes are developed and validated. When approval for a new programme has been granted by the Academic Committee for QQI Training and Education, it is necessary to identify and convene a meeting of the QQI Programme Development & Review Team who will progress development of the programme and seek expert input as required, linking with the Self Advocacy Committee/ representatives.			
Staff Involved: QQI Programme Development and Review Team: Co-ordinators, Supervisors, Instructors and Programme Assistants, and any additional expert input as required. Academic Committee for QQI Training & Education			
Method used to carry out this procedure	Who does it	Evidence generated by this procedure	
The QQI D&R will develop a clear action plan outlining the development process. This plan should be aligned with the QQI Programme Validation Process and will include. Key development activities and responsibilities. Dates and locations for development work. Deadlines for completion of each development stage. Consultation and review activities. Self-evaluation against QQI validation criteria.	QQI Programme Development and Review Team	Action Plan	
Once the programme has been developed in line with QQI Programme Validation process it will be submitted to the Academic Committee for QQI Training & Education	Academic Committee for QQI Training & Education QQI Programme Development & Review Team	Minutes of meetings New Programme	
A comprehensive review will be conducted to ensure the programme meets expected outcomes of original proposal. Programme content and assessments are in line with the associated level on the National Framework of Qualifications All learning outcomes are being met and assessed through the programme content and associated assessment. Information provided is accurate and reflects the organisations values, practice, policies, procedures. The required resources can be fully met by the organisation (financial and corporate approval by SJOGCS) All required validation criteria have been met.	Academic Committee for QQI Training & Education	Minutes of meetings New programme	

New programme Validation process Following a satisfactory review of the developed programme by the Academic Committee for QQI Training & Education will sanction its submission to QQI for Programme Validation through the QBS		
Supporting Document		
SJOGCS are committed to a Person Centred Approach environment	Instructors, QQI Committee Members	Policy on Person Centred Approach
SJOGCS are committed to promoting Training and Development	All staff involved	Learner Handbook & QQI QA Manual
Monitoring		
Monitor (Job Title)	Frequency	Monitoring Methods
Regional QQI Lead Representative	Annually	Review programme on a yearly basis and revise as required.
Co-ordinators Supervisors	Annually	Review programme on a yearly basis

QQI Manual Section 3.11,3.13	QQI 007 Existing Programme Development / Programme Delivery of Learner Training	Version: 2	Date: Aug 23
Purpose: This procedure describes how training programmes will be comprehensively and effectively reviewed and delivered. Training for learners is identified using the Person Centred Planning Process and this is co-ordinated by the individual's key worker and the teams associated with the Learners local day service. This feeds into the centres training plan and the organisational plan for QQI Training and Development and communicated with the relevant QQI committees and teams.			
Staff Involved: Co-ordinators, Supervisors, Instructors and Programme Assistants, QQI Programme Development & Review Team, Academic Committee for QQI Training and Education			
Method used to carry out this procedure	Who does it	Evidence generated by this procedure	
Once a programme is approved and validated by QQI, the Academic Committee for QQI Training and Education instructs the QQI Programme Development and Review Team to create an action plan for the local teams to introduce the new programme to Learners.	QQI Programme Development and Review Team, Trainers, and Learners	Module lesson plans, Meeting Minutes	
Lesson Plans are designed for each module. Each training programme will have materials, equipment, and necessary adaptations to fully meet the complex learning needs of all learners in an inclusive environment.	Trainers Supervisors Co-ordinators Instructors	Lesson Plans Learning materials, equipment, adaptations present in each programme area. Module lesson plans	
Trainers review programme content in line with learners needs and expected outcomes and QQI modular breakdown	Supervisors Key workers	Minutes of meetings, evidence of adaptations to training approach in response to learners needs.	

For existing programmes, the QQI Programme Development and Review Team submit to the Academic Committee for QQI Training and Education an outline proposal setting out the key changes required following consultation with all key stakeholders and ensuring corporate requirements are met. Once the Academic Committee for QQI Training and Education has approved the revisions and the final version of the Programme it will be communicated back to QQI Programme Development and Review team, and all relevant departments are advised.	QQI Programme Development and Review Team Academic Committee for QQI Training & Education Other corporate departments SJOGCS		Outline proposal with key changes Minutes of meetings from Academic Committee for QQI Training and Education and QQI Programme Development and Review Team Minutes of meetings from corporate departments. Revised final programme.
Supporting Documentation			
SJOG CS are committed to a Total Communications environment	All	SJOGCS 13 Policy on Total Communications Approach	
SJOG CS are committed to promote Training and Development	All	SJOGCS24 Access to Training and Development for People Using Intellectual Disability Services	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Review Sub Committee	Quarterly	Minutes of Consultation with Supervisors, instructors, and Programme Assistants Minutes of QQI Programme Development & Review Team meetings.	

QQI Manual Section 5.3	QQI 008 Communication with Learners	Version 2: 2022	Date: Aug 23
Purpose: To have an effective communication process in place so that all learners have the facility to give feedback on their experiences of programmes and services.			
Staff Involved: Service Coordinator, Programme Manager, Instructors (Trainers), Key Workers			
Methods used to carry out this procedure		Who does it	Evidence generated by this procedure
Referral meetings are held with prospective learners to include information conducted in schools.		Regional App for Supports Committee	Minutes of meetings
Prospective learners are invited to attend and sample locations and learn about courses offered.		HSE Day Opportunities officer.	Learner Feedback Evaluations
Prospective learners already in receipt of a SJOGCS service are provided with information, regarding QQI modules they may wish to enrol in.		Instructor	SJOGCS Learner Handbook
Learners complete Person Centred Plan with 'life vision' and 'goals' identified		Instructor / Key Worker	PCPS /Iplanit Priority Goals Identified as part of PCP
Communication passports are used to ensure the support needs of each learner are known and thus met		Coordinator	Communication Passports
Learners will be encouraged to bring to the attention of Instructor or Supervisor, any issues affecting their full participation on the programme.		Instructor Key Worker	Learners Feedback Evaluation Forms; Communication Passport on file; Trainer notes
Total communications approach used. Key Workers and Instructors participation to ensure no barriers in communication. Learners can nominate someone to speak on their behalf if necessary.		SLT	SLT assessment – if required
Learner Feedback Evaluation Sheets will be completed at the end of each course		Instructor	Learner Feedback Evaluation
Learners meet with Instructor at least once a month to discuss any issues of concern.		Instructor	Keyworker notes completed by Instructor and kept on Learner's file
Supporting Document			
SJOG CS are committed to a Total Communications environment		All	SJOGCS 13 Policy on Total Communications Approach
SJOG CS are committed to a Person Centred Approach environment			SJOGCS 30 on Person Centred Approach
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Coordinator	Quarterly	Person Centred Plan	

QQI Manual Section 3.2, 5.3	QQI 009 Communication with Stakeholders	Version 2:	Date: Aug 2023
Purpose: To have an effective communication process in place with individuals and agencies that allows them access information and contribute to programme(s) and services available.			
Staff Involved: Regional Programme Manager, Coordinator, Supervisors, HSE Guidance Officer, Instructors, Key Workers, Family, Independent Advocates where applicable.			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Designated person link with the prospective learner, HSE Day Opportunities Officer and family when initially choosing to come to SJOG services.	Programme Manager, Coordinator,	Mins of Meetings, Written correspondence	
The prospective learner then gets the opportunity to sample the programme and learn about what it offers in a way that is meaningful to them.	Supervisor Instructor/ Key Worker.	SJOG CS Learner handbook Transition Plan	
Their decision is supported, and the necessary documents are provided	Programme Manager, supervisors	Easy-to-read format Consent forms	
Information regarding: Partnerships with community Programmes or external colleges, Supported Employment etc., explained to prospective learner	Regional Application for Support Committee	Correspondence and minutes of Regional Application for Support Committee Meetings	
Supporting Documents			
SJOG CS are committed to effective communication process	All	SJOGCS Policy 13 on Total Communications Approach	
SJOG CS are committed to a Person Centred Approach environment including working with all relevant stakeholders as directed by the person	All	SJOGCS 30 on Person Centred Approach	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Supervisor Instructor	Monthly	Minutes of meetings	
Regional Application for Support Committee	Regional Application for Support Committee	Correspondence and minutes of Regional Application for Support Committee Meetings	

QQI Manual Section 8.3	QQI 010 Learner Records and Data Protection	Version: 4	Date: June 2024
Purpose: Maintenance of records in formats which facilitate analysis and evaluation of learner statistical data.			
Staff Involved: Supervisors, Instructors and Programme Assistants			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Each Learner will have a portfolio which will remain in the classroom until the internal verification. Each learner will have a training folder and a record folder which they will maintain with the assistance of their key worker. Records of same will be documented as Goals in their PCP.	Learner Key Worker	Module Portfolios Learners record folder and training folder PCP Plan	
Learner attendance record to be taken for every scheduled training day.	Supervisor Designated Person	Attendance Records	
QQI Student Portfolios are returned to the Learner post authentication and appeals process, however there are exceptions to this - if a Learner has graduated pre-assessment or if they are not present in training centre post-assessment.	QQI Learner Representative/ QQI Lead Trainer in each Regional Service	Portfolios returned to learner.	
All assessment submissions are securely retained for as long as necessary, and always while there is the possibility of appeal. Following this timeframe, documents are securely destructed. The intended purpose is to maintain an adequate trace of evidence of the learner's performance.	QQI Learner Representative/ QQI Lead Trainer in each Regional Service	Returned to Learner	
QQI Transcripts of Awards/Results Pack /Certification - retained data should be at least sufficient to facilitate the issue of a Europass Diploma Supplement. To facilitate this, in the case of learners who have and have not received an award, the information to produce a similarly detailed transcript will be retained.	QQI Learner Representative/ QQI Lead Trainer in each Regional Service.	Held in secure location at each Regional Service.	

Supporting Documents		
SJOGCS are committed to promote ensuring records are retained and stored to ensure GDPR are adhered too.	All staff	All relevant regulations and SJOGCS policy documents.
Monitoring		
Monitor (Job Title)	Frequency	Monitoring Method(s)
Supervisor	Annually	Review of learner records Consultation with Instructors, Supervisors and Programme Assistants. Review of learner Training Folders Review of Attendance Records Review of Learners Certification – QQI data base
Supervisors	Monthly	Review of Individual goals and Person Centred Plans (PCP) –consultation with Key workers and learners

QQI Manual Section 6	QQI 011 Assessment of Learners	Version 2:	Date: Aug 23
Purpose: This procedure describes the steps taken to co-ordinate the planning of individual learning assessments so as to maximise the value to all Learners			
Staff Involved: Local Training & Education Committee (if in place), Regional Reps, Local Supervisors, Instructors			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Training programmes will be assessed for each learner on an individual basis. Each Key worker/instructor will assess each learner on a continual basis in order to ensure continual achievement of specified learning outcomes and a progress report given.	Key workers Instructor Course Instructor Supervisor	Minutes of staff meetings Minutes of key worker- learner meetings Learner assessment/ evaluation records Lesson plans completed by staff. Specific Learning Outcomes detailed for each training module, Assessment Records	
An Assessment and brief schedule are developed to plan for assessment	Local QQI Programme Team	Assessment brief and schedule in portfolios of work	
Supporting Documents			
SJOGCS are committed to promote Training and Development	All staff	QQI QA Manual 2023	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Supervisors Instructors	Monthly	Consultation with staff Review of Learners assessment/evaluation sheets	

QQI Manual Section 3.2.2, 3.15, 5.4	QQI 012 Additional Supports and Reasonable Accommodations	Version: 2	Date: Aug 23
Purpose: To ensure appropriate and reasonable accommodation is afforded to all learners, and to enable them to attain the required QQI programme assessment standard. Due regard should be given to relevant equality legislation.			
Staff Involved: Regional Co-ordinator of QQI Training Services, Supervisors, Instructors			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
All materials and documentation where necessary will be produced in a range of formats.	Supervisor Instructors	Timetables, worksheets, Newsletters, learner assessment forms, review forms in written format and in icon format	
All training modules to be delivered in a range of training styles.	Supervisors Instructors	Evidence of the various multimedia training options provides, e.g., Communication Passports, Visual Strategies, PECCS, Systematic Instruction materials. Picture books. Training Programme Specifications. Minutes of staff meetings. Service user review reports.	
The physical environment will be accessible to all.	Supervisors Co-ordinators Programme Manager	Maintenance Records Redevelopment Plans	
Support needs for learners will be reviewed through Individual Training Plans meetings.	Instructor Supervisor	Minuets of ITP meeting ITP reviews	
Supporting Document			
SJOGCS are committed to promote Training and Development	All	SJOGCS24 Access to Training & Development for People Using Intellectual Disability services	
SJOG CS are committed to a Person Centred Approach Environment	Instructors, Local Supervisors, QQI Teams	SJOGCS 30 on Person Centred Approach	
SJOG CS are committed to promote Training and Development	All	SJOGCS Learner Handbook SJOGCS QA Manual	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Supervisors	Weekly	Consultation with staff Review of training materials Review of training processes. Review of Individual Learners needs.	
Regional QQI Lead Representative/ QQI Programme Development and Review Team	On-going	Minutes of Regional QQI Lead Representative meetings, QQI Programme Development & Review Team meetings.	

QQI Manual Section 6.1; 6.2, 6.3; 6.4	QQI 013 Consistency of Outcome (Marking)	Version: 2	Date: Aug 23
Purpose: This procedure describes the consistent process required in all assessment activities in relation to Learners Output development, and training, and the outcome.			
Staff Involved: Supervisors, Instructors			
Method used to carry out this procedure	Who does it	Evidence generated by this procedure	
All internal assessments will be undertaken in a fair and consistent manner using standard marking criteria and format. The QQI QA Manual will be adhered to regarding this process.	Supervisor Instructors	Learner Review Reports Guidelines for assessors, Daily Training Records, Minutes of staff Meetings, Evaluation sheets. Complaints/Appeals Procedures, Person Centred Plan.	
A marking system will take place where instructors peer review, and cross moderation takes place.	Instructors	Peer review report. Marking sheets.	
Supporting Documents			
SJOG Policy 17 Management of Stakeholder Feedback including comments compliments and complaints			
SJOG Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Supervisors	Weekly	Consultation with staff Review of learners Feedback Evaluation Inducting staff in Assessor Guidelines Review of Learner assessment sheets. QQI QA Manual	

QQI Manual Section 3.19, 6.7.4, 10.5	QQI 014 Internal Verification	Version: 2	Date: Aug 23
Purpose: The purpose of this procedure is to assist the internal verifier to carry out their role in accordance with St John of Gods own Quality Assurance on Internal Verification. The purpose of the authentication process is to ensure fair, consistent, and valid assessment of Learners. Assessment must be completed in line with funding and awarding body requirements. Internal Verifiers systematically check the assessment procedures have been applied across all assessment activities.			
Staff Involved: Regional Co-ordinator of QQI Training Services, Internal verifier, supervisor/instructor			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
St John of Gods will appoint an Internal Verifier	Co-ordinator QQI Training	Record of the internal verifier.	
100% of assessment results will be subject to internal verification process. The internal verifier will check adherence to SJOG policies and assessment procedures. Internal verifier will produce an internal verification report. They will be required to attend results approval meetings as appropriate. The internal verifier will confirm completeness of the learner assessment going forward for approval.	Internal verifier	Internal verifier report Internal verifier checklist /schedules Internal verifier procedure Internal verifier report	
Establish a checklist to confirm assessments comply according to specific policies.	Internal Verifier	Checklist, assessment records, policies, and procedures.	
Random sampling methods: Sampling sequence used detailed in Internal Verification Report	Internal Verifier	Random sampling evidence.	
Appropriate assessment techniques and methods.	Internal verifier Instructor Prog Assistants	Agendas; Meeting Minutes; Minutes of programme review meetings	
The internal verifier will ensure assessment procedures adherence. They will link with the QQI Programme Development and Review Team re any issues arising and will furnish the Academic Committee for QQI Education and Training with a report subsequent to assessments being completed.	Internal verifier	Report for Academic Committee for QQI Education and Training outlining work completed.	
Supporting Documentation			
SJOG CS are committed to promote Training and Development	Instructors, Local Supervisors, QQI Committees	Core Statutory QA Guidelines	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Regional QQI Lead, Rep Internal Verifier	On programme completion	Minutes of meetings; Evaluation of Internal Verifier's report Confirmation of provisional results	

QQI Manual Section 3.19, 6.7.5, 10.5	QQI 015 External Authentication Feedback	Version: 2	Date: Aug 23
Purpose: This procedure describes steps taken by an external verifier to carry out an external authentication on internal verification			
Staff Involved: Regional Co-ordinator of QQI Training Services, Internal Verifier, External Authenticator, Supervisor/Instructor.			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
An External Authenticator is recruited/selected. Training/ Introduction is provided by the QQI Representatives in service	Regional Co-ordinator of QQI Training Services Academic Committee for QQI Training & Education QQI Programme Development and Review Team	Minutes of meetings QA Manual	
Confirm that fair and consistent assessment of learners has been conducted. Review internal verification report and authenticate findings /outcomes. Participate in the authentication process by visiting the centre and communicating effectively with staff /learners. Identify issues/irregularities in relation to the assessment process	External Authenticator	Review of sampling strategies. Learner assessment IV report	
Complete and present an external authentication report that can be presented to the Academic Committee for QQI Training & Education	External Authenticator Academic Committee for QQI Training & Education	Record of provisional results Minutes of meetings	
The external authenticator participates in the Results Approval Panel which is conveyed by the Academic Committee for QQI Training & Education to approve assessment results. They consider internal and external reports and finding	Academic Committee for QQI Training & Education Results Approval Panel	Verify approval panel report. Minutes of meetings.	
Supporting Documentation			
SJOGCS are committed to training and development	Instructors, Local Supervisors, QQI Committees	Core Statutory QA Guidelines promote SJOGCS QA	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Regional QQI Regional Representative in accordance with SJOG CS QA	Annually	Records of Results Verification Records Evaluations of learner assessments and Internal Verifiers comparisons.	

QQI Manual Section 5.5, 6.5	QQI 016 Feedback to Learners	Version: 2	Date: Aug 23
Purpose: This procedure describes the process of on-going and constructive feedback to learners to further their personal development in line with their specific learning outcomes. Feedback is a fundamental element of continuous improvement and quality assurance. SJOGCS are committed to listening to learners and offering the people we support opportunities for their voice to be heard.			
Staff Involved: Supervisors, Instructors, Programme Assistants			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Key Workers will undertake a learner review every month to detail learning achievement and set new learning outcomes; this will incorporate a Total Communication Approach based on each person’s communication style	Instructors Programme Assistants	Learner Training Folders Internal Assessment records, Learner review forms Minutes of Staff Meetings Evaluation Reports	
The learner representatives on the Academic Committee for QQI Training and Education will bring feedback to this committee and vice versa, bring feedback from the Academic Committee for QQI Training and Education to regional Self Advocacy Committees.	Learner Representatives	Meeting Minutes	
At the end of each academic year a comprehensive learner review will be undertaken to detail achievements and set out specific learning outcomes for the following year.	Supervisors Instructor s Program me Assistants	Learner Training Folders Internal Assessment Records Learner Review Forms Minutes of staff Meetings Evaluation Reports	
Supporting Documentation			
SJOGCS are committed to promote training and development	Instructors, Local Supervisors, QQI Committees	Trainer Assessments Feedback from IV/EA Reports	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Staff Teams Supervisor	Annually	Consultation with staff, with Learners, Assessment of completed portfolios. Review of Training Materials and Worksheets	
Regional QQI Regional Representative	On-going	Review of learner records Consultation with Learners, with staff. Review of Internal / External Verification Reports	

QQI Manual Section 6.9, 6.10	QQI 017 Learner Appeals, Review and Recheck	Version: 2	Date: Aug 2022
Purpose: The purpose of this procedure is to detail the process of appeal that a learner can undertake if they consider that an assessment process or result is unfair. SJOGCS operates an Appeals process to enable learners to appeal: • The Assessment Process • The Assessment Result Only results approved through the Academic Committee for QQI Training and Education can be formally appealed by the learner. The Learner can also request a re-check of results to the Co-ordinator of QQI Training Services, which means the Co-ordinator of QQI Training Services will look at the recording and combination of your component scores for a module and/or stage to make sure they are right. The Learner can also request a review of assessment results			
Staff Involved: Co-ordinators, Supervisors, Instructors, and all relevant staff. Academic Committee for QQI Training and Education and QQI Programme Development and Review Team			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Learners will be instructed in their induction period that an appeals procedure is in place relating to the QQI assessment Process and an appeals/review process is in place with regard to Assessment Results and how to instigate this procedure if they wish to.	Supervisors Instructors Programme Assistant	Appeals Procedure Learner Handbook SJOGCS QA	
Key workers will assist learners to instigate an appeal when they communicate a dissatisfaction to their Key Workers/ staff	Instructors Programme Assistant	Appeals Procedure	
The process outlined in the QQI QA Manual will be followed in relation to appeals processes.	All relevant staff and learners.	All relevant records.	
Learners can start the appeals / review process by speaking to their training staff, and the line manager to talk about why they think an appeal / review is required. An Appeals Form will need to be completed. Staff should support the learner with the completion of the appeals form as required.	Learner, Training staff, Line Manager	Notes from meeting. Appeals Form.	
The Chair of the QQI Programme Development and Review Team will review the appeal form and will discuss the grounds for appeals as outlined in the QQI QA Manual.	Chair of QQI Programme Development and Review Team	Notes and review documents.	
With regard to appeals relating to Assessment process – a sub group will be established, appointed by the Chair of the QQI Programme Development Review Team, and a provision decision will be made. The final decision will be made by the Academic Committee for QQI Training & Education	QQI Programme Development & Review Team Academic Committee for QQI Training & Education	Minutes of meetings Appeals forms	

With regard to appealing the Assessment Results the appeals application will be reviewed by the QQI Programme Development and Review Team who will discuss with the Academic Committee for QQI Training & Education who oversee the process	QQI Programme Development & Review Team Academic Committee for QQI Training & Education	Minutes of meetings Appeals forms
Appeals and reviews are to be completed in time for the appropriate QQI grant of awards date, overseen by the SJOGCS Academic Committee for QQI Training & Education.	Overseen by the SJOGCS Academic Committee for QQI Training & Education.	Results of review / appeals process documents.
The relevant external examiner should be notified and/or consulted if any change in classification / markings is decided by the Academic Committee for QQI Training and Education following review.	Overseen by the SJOGCS Academic Committee for QQI Training & Education.	Communications to examiner.
Rechecks learners can also request a re- check of results to the Co-ordinator of QQI Training Services within ten working days from issue of results, which means the Co-ordinator of QQI Training Services will review the recording and combination of component scores for a module and/or stage as per section 4.10 of the QQI Assessment and Standards (Revised 2022). A discussion with local Programme staff, Learner, and where appropriate line Manager and / or Keyworker will take place. SJOGCS will ensure that rechecks should be completed in time for the appropriate QQI grant of awards date. Rechecks should be managed directly by the Academic Committee for QQI Training & Education Re-check results will be notified to the Learner by the Co-ordinator of QQI Training Services. Any errors identified will be notified to all relevant parties, and the Academic Committee for QQI Training & Education.	Academic Committee for QQI Training & Education Co Ordinator of QQI Training Services	Minutes of meetings
Monitoring		
Monitor (Job Title)	Frequency	Monitoring Methods
QQI Programme Development & Review Team	As and when required	Consult with staff. Consult with Learners Advocacy Committee Review Appeals records

QQI Manual Section 1.15A, 6.7	QQI 018 Results Approval Panel and Submission to QQI	Version: 2	Date: Aug 23
Purpose: The purpose of this procedure is to detail the system needed to ensure accuracy and reliability in the details of information submitted to QQI for certification. This procedure will ensure results are properly quality assured and signed off by SJOG prior to being submitted to QQI for certification. The Results Approval Panel, conveyed by the Academic Committee for QQI Training & Education meets to approve assessment results. The panel considers the internal and external reports and agrees the final results.			
Staff Involved: Co-ordinators, Supervisors, Instructors			
Methods used to carry out this procedure	Who does it	Evidence generated be this procedure	
When submitting data to QQI for certification all information must be checked and determined to be accurate using a certification checklist and learner records.	Supervisors, Instructors	Certification Checklist Learner Records QQI Database within each region	
The Academic Committee for QQI Training & Education agree and sign off academic results that have gone through the results approvals process and approve submission to QQI.	Academic Committee for QQI Training & Education	Results Approval Report	
Monitoring			
SJOGCS are committed to promote training and Development	Instructors, Local Supervisors, QQI Committees	SJOGCS QQI QA Manual QQI Regional Database	
Monitor (Job Title)	Frequency	Monitoring Methods	
Supervisor	Prior to each certification application	Consult with staff. Review of Certification checklist Review of Learner records	

QQI Manual Section 6.1	QQI 019 Quality Assurance Assessments Procedure	Version: 2	Date: Aug 23
Purpose: The purpose of this procedure is to detail the necessary steps to ensure effective corrective management of errors, omissions or actions which may have a negative impact on the integrity of certification. The provision of quality assured assessments will provide Learners will achievements that are assessed in a consistently fair way, and in line with all QQI requirements. The role of the Academic Committee for QQI Training and Education in relation to the effective management of assessment of QQI programmes of learning is detailed in section 6.7.1 of the QQI QA Manual 2023.			
Staff Involved: Co-ordinator of QQI Training Services, Supervisors, Instructors			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Any errors, omissions or actions which would be deemed to have a negative impact on the integrity of certification must be reported to the Supervisor and the Co-ordinator of QQI Training Services immediately.	Supervisors Instructors	Verification Assessment Records	
QQI must be notified immediately with details of the error/omission, and the plan of corrective action as soon as possible.	Co-ordinator of QQI Training Services	Corrective Action Plan	
A corrective event log will be kept ensuring transparency throughout the process	QQI Programme Development and Review Team	Corrective event action log	
Corrective action plan must be implemented and reviewed in relation to effectiveness.	Supervisors Instructors	Corrective Action Plan Plan Review Record	
Supporting Documentation			
SJOG CS are committed to promote Training and Development	All relevant staff	Core Statutory QA Guidelines	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Methods	
Co-ordinator of QQI Training Services	On-going assessment and review	Consult with staff. Regular review of data that is input into QQI Regional Database	

QQI Manual Section 3.16	QQI 020 Protection for Enrolled Learners	Version: 2	Date: Aug 23
Purpose: This procedure outlines how SJOGCS have arrangements in place to ensure, to the best of our ability, that if a programme of education and training ceases prematurely, individuals supported will be able to complete a similar programme within another SJOGCS programme or with another provider.			
Staff Involved: Co-ordinator of QQI Training Services, Supervisors, Instructors			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Source similar programme, either elsewhere in SJOGCS is suitable, or in the community, and if this is not possible offer an alternative programme.	Supervisors Instructors Programme Assistants	Similar Programme details/alternative programme details/ evidence. Evidence of alternative being brought to the attention of learners, e.g., letters, minutes of meeting	
Policy Statement to be developed at local level which outlines steps to be taken following cessation of a programme,	Supervisors Instructors Programme Assistants	SJOGCS QQI QA Manual	
Corrective action plan must be implemented and reviewed in relation to effectiveness.	Supervisors Instructors	Corrective Action Plan Review Record	
Monitoring			
SJOGCS are committed to promote Training and Development	All staff	SJOGCS QQI QA Manual	
Monitor (Job Title)	Frequency	Monitoring Method(s)	
Regional QQI Regional Representative QQI Programme Development & Review Team	On-going assessment and review	Consult with staff teams	

QQI Manual Section 3.17	QQI 021 Programme Monitoring and Review	Version: 2	Date: Aug 2023
Purpose: This procedure describes the steps taken to monitor and review the training programmes. Programme monitoring and review is central to informing the organisation on how effectively programmes are performing in terms of meeting both learner and organisational needs. Therefore, SJOGCS plans, coordinates, and facilitates the review of QQI programmes at regular intervals to ensure their continued relevance to learners, and also to update programme content, in line with new legislation and current best practice			
Staff Involved: Co-ordinator of QQI Training Services, Supervisors, Instructors			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Review of Learners Evaluations	Learners	Learners Evaluations	
Review of Trainer Evaluations	Trainers	Trainer Evaluations	
Review of Internal Verification Report	Interval Verifier	Internal Verification Report	
Review of External Authentication Report Training programmes will be reviewed on a yearly basis in order to assess content, scheduling, training methods and resources in relation to the needs and desired learning outcomes of learners. Data report to be compiled by each Co-ordinator of QQI Training Services and submitted to Academic Committee for QQI Training and Education.	External Authenticator Supervisors Instructors	External Authentication Report Annual staff survey report Statistical reports of learner achievement Report on Learner Exiting Pathways (HSE funded programmes). Minutes of QQI Programme Development & Review Team / QQI Policy & Procedure Team meetings.	
Supporting Documentation			
SJOGCS are committed to promoting Training and Development	Instructors Supervisor QQI Committees	SJOGCS QQI QA Manual 2023	
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
QQI Lead Regional Representative/ Staff Teams	Annually	Review of Annual surveys and reports Review of Internal/External Verification Report Recommendations Monitor each programme yearly.	

QQI Manual Section 10.7	QQI 022 Continuous Quality Assurance Review	Version: 2	Date: Aug 23
Purpose: To review programmes on an on-going basis to ensure they meet learners' and stakeholders' needs, the quality standards of QQI and SJOGCS as outlined in the SJOGCS QQI Quality Assurance Manual, while adhering to QQI Core Guidelines to ensure consistent, fair assessment.			
Staff Involved: Co-ordinator of QQI Training Services, QQI Programme & Development Team			
Methods used to carry out this procedure	Who does it	Evidence generated by this procedure	
Co-ordinator of QQI Training Services in place.	Programme Manager or Director of Services	Person in post.	
Ensure all staff are aware of the SJOGCS QQI Quality Assurance Manual	Co-ordinator of QQI Training Services / Local Supervisor	Induction, Team Meetings, PDR	
Ensure all Learners have copy of the Learner Handbook and supported where necessary to read or hear it	Co-ordinator of QQI Training Services / Local Supervisor Key Worker	Letters / Email to Learner, Key Worker Meetings	
Ensure communication with all Stakeholders on the programme delivery, content, and assessment	Co-ordinator of QQI Training Services / Local Supervisor	Letters / Email to Learner, Families of Learner	
To review programme content with each Learner to see if what is offered suits the learners interests	Key Worker	PCP Meetings Minutes of meetings	
Review of Programmes to take place annually	Co-ordinator of QQI Training Services / Local Supervisor Coordinator	Minutes of Meetings	
To compile data from Learner / Trainer feedback and annual programme review - submit to the QQI Programme Development and Review Team	Co-ordinator of QQI Training Services / Local Supervisor	Send feedback and reviews to QQI Programme Development and Review Team	
Assessment of Internal Verification Report	Co-ordinator of QQI Training Services / Local Supervisor	Email/ Meetings with Internal Verification panel	

Assessment of External Verification Report	Co-ordinator of QQI Training Services / Local Supervisor	mail/ Meetings with External Authentication panel
Learners and Trainers will complete module evaluations at end of each module	Supervisor, Instructor	End of Programme/ Module review, team meetings,
Input Data into QBS	Co-ordinator of QQI Training Services	Certificates/ QQI data base at local region
Represent the process at Committee Level	Co-ordinator of QQI Training Services	Meetings Minutes
Supporting Documents		
SJOG CS are committed to promote Training and Development	Instructors Supervisor QQI Committees	SJOGCS QA
Monitoring		
Monitor (Job Title)	Frequency	Monitoring Method(s)
Co-ordinator of QQI Training Services	Each Semester; as per the TOR of committees; and/or twice per year for Certifications	Team Meetings (Local to region) QQI Training & Education Committee Meetings QQI Sub-Group Team Meetings Peer Audit across regions / PCP Audit Process