Treo Port Lairge

Centre No. 40984W

QQI QUALITY ASSSURANCE DOCUMENT
December 2022

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TREO PORTLAIRGE CLG		
Policy Title: 1. Governance and Management of Quality		
1.1 Governance	**Date**: November 2022	
Purpose: To describe Treo Portlairge CLG systems that ensure quality education, training, research and related activities, also to outline how the governance structure keeps the separation of responsibilities between those would produce/develop material and those who approve it		
Staff Involved: CEO/Project Worker / Board of Management members/Tutors		

Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
System of governance where objectives are aligned with mission and strategy	Education Committee	CRA Registration Profile
Board delegates tasks relevant committees for process and approval of new programmes	Board of Management	CRO Certificate
PW is a member of the Education Committee – however, the PW will not be part of the approval process if they are involved in the development of a programme	External consultant engaged to undertake Strategic Plans	Constitution
External Authenticator (EA) provides reports which are discussed at Education Committee meetings	CEO/Project Worker/ Tutors	Organisation Structure
Education Committee Meetings with oversight of all Education & Training programmes		Education Committee Minutes
Education Committee recommendations made and decisions taken at Board meetings.		Staff Meeting minutes
Progress Reports detailing all programmes examined at Monthly Board Meetings		Business Plan
Annual Business Plan developed by staff and CEO, in discussion with and approval by Education Committee.		Strategic Plan
Final sign off by Board of Management before submission to funder.		Progress Reports at Monthly Board Meetings
Annual Report		Annual Report
Process for developing Three Year Strategic Plans includes all stakeholders		Training Review Report
On-going feedback from learners		

Where evidence items appear: CRA Registration Profile, CRO Certificate, Constitution, Organisation Structure, Education Committee Minutes, Staff Meeting minutes, Business Plan, Strategic Plan, Progress Reports at Monthly Board Meetings, Annual Report, Training Review Report

Quarter Tutor Meeting – more frequent when necessary Weekly Staff Meetings with contributions of PW on Education matters		
Treo Portlairge Quality assurance system Learner feedback sheets completed and returned to Project Worker Quarter Tutor Meetings with PW Weekly Staff Meetings with contributions of PW on Education matters External Authenticator Reports Education Committee Meetings considers above and recommends changes where needed. Education Committee recommendations made and decisions taken at Board meetings. Changes made by staff and tutors to ensure integrity of QA system and monitored by Education Committee. Oversight of changes and impacts overseen by Education Committee and reported to board.	Learners Tutors Treo Staff Project Worker as Internal Verifier External Authenticator Education Committee Board of Management	IV Reports EA Reports Learner Feedback Sheet Tutor Feedback Sheet Staff Meeting minutes Education committee minutes Board Agenda & Minutes
System of governance that protects the integrity of academic processes and standards Weekly staff Meetings Learner feedback sheets completed after every programme and returned to Project Worker for input and monitoring Quarterly review of programme with tutors Internal Verification of results External Authentication of results Education Committee considers and approves all internal academic processes as well as Appointing tutors with relevant training qualifications and experience in the field	Tutors Treo Staff Project Worker as Internal Authenticator External Authenticator Education Committee Board of Management External Experts	Learner Feedback Sheet Tutor Feedback Sheets Staff Meeting minutes IV Reports EA Reports Education Committee Meeting Minutes Treo board Minutes Tutor Meeting Minutes

System of governance that considers risk	Learner	Staff Meetings Minutes
Risks identified by learner, tutor, staff member, Various committee member, Treo board, Funder, Auditor, HR company, Company solicitor	Tutors	Risk Assessment Document/Statement
	Treo Staff	Correspondence with HR Company, Auditor, Funder, Solicitor,
Governance Committee meets to consider risk and identify potential impact, and ideas to manage risk	PW as IV	Governance Committee Minutes
	EA	Learner Feedback Sheets
Risk Assessment Document revised	Funder	Board Agenda & Minutes
Treo board receives and discuss RAD before making recommendations to Governance Committee	Auditor	Tutor Meeting Minutes
	HR Company	Policy Documents
Governance Committee oversee mitigation of risk.	Company Solicitor	Protection for Enrolled Learners
Revision of Policies when required	Governance Committee	Risk Register
	Board of Management	
System of governance that considers the results of internal and external evaluation	Learners	Monthly Progress reports to Board
All evaluations are inputted, monitored, reviewed and analysed by Project Worker	Tutors & Treo Staff	External Authenticator Reports
	Project Worker as Internal Authenticator	QQI Marking Sheets
Quarter Tutor meetings with PW		Training Review Report
Weekly Staff Meetings with contributions of PW on Education matters	External Authenticator	Learner and Tutor Feedback Sheets and
IV Reports	Education Committee	Minutes of Staff meetings
Provisional results given to learners	Treo Board of Management	IV reports
External Examiner Reports		Education Committee minutes
Education Committee Meetings co-ordinates and oversees above to consider results of Internal/external evaluations, recommends changes where needed.		Treo Board Minutes
		Tutor Meeting Minutes
Ed Committee recommendations made and brought to Treo board. Board tasks Education Committee with necessary changes.		EA Report
Changes made by staff and tutors to ensure integrity of QA system, overseen and monitored by Ed Committee.		
Oversight of changes and impacts overseen by Education Committee reported to Treo Board.		

TREO PORTLAIRGE CLG		
Policy Title: 1.1 Governance		
Procedure Title:	**1.2. Management of Quality Assurance**	**Date**: November 2022
Purpose: To describe the systems of quality assurance procedures developed by Treo Portlairge CLG to promote a quality assurance culture within the organisation		
Staff Involved: CEO/ Tutors / Project Worker / Board of Management members / Education Committee		
Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Description of mission, processes, policies and procedures in line with legislative obligations Governance Committee meets to consider above Changes required are brought to Treo board Board takes decision and requests relevant Committee to oversee necessary changes. Designated committee secures inputs from key personnel (Learners, Staff, HR company, Consultant, Funder, Company Solicitor etc.) to make suggested recommendations to policy, mission, procedures etc. Designated Committee makes recommendations to Treo Board who takes decision, requesting designated committee to make necessary policy revisions. Revision to relevant policy, Procedure, Company document overseen by designated Committee and reported to board	Staff Governance Committee Relevant Committee i.e. Finance, Renew Enterprises, Governance, Staff External Consultants as required i.e. Health & Safety, HR Company, Consultant for Strategic Plan Board of Management	Constitution of Treo Port Lairge CLG All Operational Policy documents i.e. - Health & Safety, - Staff Handbook – - includes Policies & Procedures i.e. Substance Misuse, Health & Safety, Child - Protection, Staff Guidelines, Self-Harm - Child Protection Registration with and maintenance of standards with Charities Regulator Correspondence with key personnel identified (Learners, Staff, HR company, Consultant, Funder, Company Solicitor etc.) Minutes of Treo Board Annual Report Annual Business Plan Strategic Plans Probation Service SLA

Identification of roles and positions responsible for the implementation of quality assurance Treo Port Lairge CLG Board assembles Education Committee and assigns it with responsibility for QA Education Committee develops quality assurance policy and tasks Project Worker as internal authenticator with responsibility to action QA Education Committee recruits and approves External Authenticator Education Committee receives feedback reports from PW as IV, IV reports, EA reports Education Committee decide on new programmes and qualitative changes to existing programmes. Education committee brings its decisions/recommendations to board for discussion, approval and resourcing when needed. Education Committee appoint tutors for programmes. Responsibilities and course descriptors are supplied and discussed with tutors. Service Level Agreements are completed by tutors. QA manual	Learners, Tutors and Staff Project Worker as Internal Authenticator External Authenticator Education Committee Treo Board of Management	Tutor Meeting Minutes Staff Meeting Minutes Education Committee Minutes Board Agenda & Minutes Internal Verification Report External Authenticator Report Education Committee Terms of reference New Programme applications QA Document Organisation Structure
Self-monitoring of processes. Indicators/data collected Attendance and engagement of learners monitored Scheduled feedback meetings between Project Worker as IV with Learners Scheduled feedback meetings between Project Worker as IV with Tutors Weekly Staff Meetings with contributions of PW on Education matters	Learners Tutors Treo Staff Project Worker as Internal Authenticator IV External Examiner Education Committee Board of Management	Learner Feedback Sheets Tutor Feedback Sheets Tutor Meetings Minutes Staff Meeting minutes Internal Verification Reports EA Reports Monthly Progress Report Education committee minutes Treo Board Minutes

IV Reports		Programme / Training Review
External Examiner Reports		
Education Committee Meetings co-ordinates and oversees above indicators and data.		
Education Committee brings data/reflections and recommendations to Treo board.		
Board tasks Education Committee with necessary changes.		
Changes made by staff and tutors to ensure integrity of processes/data collection, overseen and monitored by Education Committee.		
Education Committee reports to Treo Board.		
Systematic analysis of QA findings following self-evaluation involving stakeholders	Learners	Learner Feedback Sheets
Scheduled feedback meetings between Project Worker as IV with Learners	Tutors	Tutor Feedback Sheets
Scheduled feedback meetings between Project Worker as IV with Tutors	Treo Staff	Tutor Meetings Minutes
Weekly Staff Meetings with contributions of PW on Education matters	Project Worker as Internal Authenticator	IV report
IV Reports	External Examiner	Ext authenticator report
External Examiner Reports	Education Committee	Training Review Report
Results Approval Reports are completed after each EA Report	Results Approval Panel	Education Committee Minutes
Training Review Report which includes recommendations and improvement plan	Board of Management	Progress Report to Board
Education Committee Meetings to analyse above reports		Minutes of Treo Board Meetings
Education Committee brings analysis to Treo board.		Annual reports
		Results Approval Panel Report

Systematic formal decision-making procedures, including procedures for oversight. Management action on self-evaluation findings Updates / concerns / reviews discussed with PW as QQI Coordinator and relevant person Anything arising reported to committees Relevant committee report concern / updates to Board Board reports to relevant committee on decision agreed	Learners Tutors Treo Staff Project Worker as Internal Authenticator External Examiner Education Committee Board of Management	Learner Feedback/Evaluation Forms/Minutes Tutor meetings' minutes IV report EA report Agenda/Minutes of Education Committee Progress Report to Board Minutes of Board Meetings Annual reports

Resource base which ensures sustainability, including financial solvency of Treo Portlairge to allocate resources to provide education and training programmes as well as sustaining the quality assurance systems	External Authenticator	Board Minutes
	Project Worker as Internal Authenticator	Funding Application Processes/Forms
Education committee having considered necessary reports and guidance, approves education programmes and asks board to approve & resource same.	Education Committee	Service Agreements
	Finance Committee	Protection for Enrolled Learner
	Board of Management	IV Reports
	Accounts Staff	EA Reports
Board applies to funder for specific piece of funding for Education programme or for annualised funding which includes the resourcing of Education Programmes.	Funders Probation Service, WWETB,	Education Committee Minutes
	Treo Auditors	Reports to Funders
		Apportionment Policy
Funding negotiated and agreed with Funder		Internal Financial Procedures' Document
Finance committee monitors and oversees spending on all aspects of Treo income/expenditure including education/training and including all financial aspects of Renew. This committee revises relevant operational policies and documents to be brought to board for approval.		Monthly Financial reports with 12 month Cashflow projections presented to board
		Annual Financial Statements with 12 month projections
		Income & Expenditure Accounts
Monthly progress reports on all programmes presented to board. Monthly finances and yearly cashflow projections presented to Treo board each month		Treo Cashflow
		Renew Cashflow
		Renew Committee Meeting Minutes
Renew Committee meet to discuss all aspects of programmes		
Education and Finance committees bring observations and recommendations to Treo board for consideration.		
Treo board provides operational reports to funders		
Treo Auditors provide guidance to Treo board on all financial aspects of Treo including programme sustainability		

Continuity planning procedures ensuring that Treo Portlairge CLG remains viable and anticipates possible threats **Process** Risk Assessment undertaken by Governance committee and reported to board. Board task Governance Committee with managing each risk. Ensuring adequate insurance of organisation Development of Annual Business Plans Development of Strategic plans every 3 years with researcher/consultant. Awareness of Strategic plans of funding agencies Awareness of local service provision landscape through regular attendance at network events, training, multi-agency meetings, shared care. Secure overdraft from bank Build up reserves	Treo Staff Treo committees Treo board Funders Treo Auditors Consultant/Researcher	Treo Board Minutes Funding Application Processes/Forms Protection for Enrolled Learner Finance Committee Minutes Funding Application Processes/Forms Service Level Agreements Reports to and from Funders Monthly Finance reports to Treo board along with 12 month Cashflow projections Annual Financial Statements with 12 month projections Apportionment Policy Strategic Plans Business Plan

	TREO PORTLAIRGE CLG	
Policy Title: 1.1 Governance		
Procedure Title:	**1.3. Embedding a Quality Culture**	**Date**: November 2022
Purpose: To describe how Treo Portlairge CLG embeds a positive, quality culture which recognises the importance of quality, quality assurance, quality improvement and enhancement		
Staff Involved: CEO/Project Staff/Tutors/Board of Management members / Education Committee		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Tutor/Learner reviews	Learners Tutors Learners with Project Worker as IV Tutors with Project Worker as IV Treo Staff Education Committee Treo Board	Training Review Report Learner Feedback Sheets Tutor Feedback Sheets Tutor Meeting Minutes Data is recorded, monitored and analysed Staff Meeting Minutes Monthly Progress report to Board Education Committee Minutes Board Agenda & Minutes
Policy and procedures designed in consultation with all those involved in their implementation, including key stakeholders Policies created by CEO / Project Worker Policies reviewed regularly Policies updated and signed off by Board	Project Staff Board of Management Education Committee Governance Committee Tutors Learners QQI external Authenticator	Education Committee Minutes Board Agenda & Minutes External Authenticator report Staff meeting minutes Quarterly tutor meetings QA communication with QQI Government Legislation Staff Handbook CPD training undertaken by tutors, Staff, Board and themed committees

Data Collection from self-monitoring	Learners	Learner Feedback Sheets
Learner evaluations collected by tutor	Tutors	Tutor Feedback Sheets
Evaluations reviewed and given to Project Worker for input on monitoring system	Project Worker as IV	Tutor Meeting Minutes
	Tutors with Project Worker as IV	Training Review Report
Tutor evaluation completed by tutor		IV Report
Evaluations given to Project Worker for input on monitoring system	Treo Staff	EA Reports and Guidance
Training review report completed	Education Committee	Education Committee Meeting Minutes
	Governance Committee	Governance Committee Meeting Minutes
	Treo Board	Board Agenda & Minutes
	External Authenticator	Records of Internal Board Effectiveness Reviews
	QQI	Internal Electronic storage with external back up of data.
Weekly staff meeting	Project Staff	Minutes of meetings
Board Agenda & Minutes	Board of Management	Tutor Meetings
		Weekly Staff Meeting
		Monthly progress report
		Board meeting minutes

	TREO PORTLAIRGE CLG	
Policy Title: 2. Documented Approach to Quality Assurance		
Procedure Title:	**2.1 Documented Policy and Procedures**	**Date**: November 2022

Purpose:
To outline how Treo Portlairge fully documents its quality assurance system, illustrates its commitment to quality programme provision and how quality assurance procedures are self-monitored

Staff Involved: Project Leader/Project Worker/Board of Management members

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
QQI quality assurance guidelines used to inform Treo Portlairge CLG QA policies and procedures	Tutors / Project Staff Project Worker as IV CEO Education Committee & Board of Management.	IV Reports EA Reports Education Committee Agenda/Minutes Treo Board Agenda/Minutes Guidance/Feedback from QQI Centre QA Manual
QA policy document made available to; Project Staff before commencement of role Tutors before commencement of programme Learners on commencement of programme Copy of QA Manual available on premises and through Treo website	Education Committee Treo Board CEO Project Worker Tutors	Project Staff and tutor contracts Education Committee meeting minutes Board meeting minutes QA Policy Document
Internal Self-Monitoring Project Worker collects, inputs & reviews learner & tutor feedback PW receives Results Approval Panel findings & recommendations Quarter Tutor Meeting Quarter Education Committee Meeting	Board of Management Learners Tutors & Treo Staff Project Worker as Internal Authenticator External A CEO Education Committee Treo Board	Tutor Feedback Sheets Learner Feedback Sheets Board meeting minutes Tutor Meeting Minutes Staff Meeting Minutes IV Reports Results Approval Report EA Report

Weekly Staff Meetings with contributions of PW on Education matters Education Committee Meetings co-ordinates and oversees above to consider results of Internal/external evaluations, recommends changes where needed. PW reports any findings to Governance Committee to review & make necessary amendments & taken to Board Ed Committee recommendations made and decisions taken at Board meetings Changes made by staff and tutors to ensure integrity of QA system, overseen and monitored by Ed Committee. Oversight of changes and impacts overseen by Ed Committee and reported to board		Education Committee Meeting Minutes Governance Committee Minutes
Consultation with learners Learner Feedback Sheets Quarter Tutor Meetings Weekly Staff Meetings with contributions of PW on Education matters. Provisional Results given to learners Final Results given to learners Education Committee meets to discuss the internal and external results before being submitted to QQI. Recommends changes where needed Education Committee recommendations made and decisions taken at Board meetings	Tutors Project Staff Project Worker as IV CEO Ed Committee	Learner Feedback Sheets and Minutes of meetings with Tutors and IV IV Reports External Examiner Reports Education Committee Meeting Minutes Board Agenda & Minutes Staff Meeting Minutes

Changes made by staff and tutors to ensure integrity of QA system, overseen and monitored by Ed Committee. Oversight of changes and impacts overseen by Ed Committee and reported to board.		
Review and collate information gathered from learner and tutor feedback Learner Feedback Sheets and Minutes of meetings with Tutors gathered & collated with IV Training Review Report completed by PW & reported to tutors and committees Quarter Tutor Meetings Quarter Education Committee Meetings IV safe storage and prompt report to Ed Committee IV brings analysis of learner feedback sheets to Education Committee Ed Committee discuss and make recommendations to Treo board Treo board takes decision requesting Ed Committee to oversee change where needed. Education Committee oversees and CEO supports IV with changes	Project Worker Education Committee Treo Board	Learner Feedback Forms Tutor Meeting Minutes Education Committee Meeting Minutes Training Review Report
Promotion of equality culture in Treo Portlairge organisation All participants are welcome to Treo regardless of diversity and circumstances. Learners can access Treo QQI programmes with additional supports provided when needed	Tutors Project Staff Learners Volunteers Board of Management	Equality policy document

Treo is an equal opportunities employer All Staff are treated equally with same entitlements and opportunities Diversity is welcomed among participants, tutors, staff and board members.		
Collation of learner data IV and tutor puts together Learner Pack to include: QQI Awarding information Access, transfer & progression information Protection of Enrolled Learner arrangements Portfolio work Record of achievement IV Reports EA Reports Minutes from Learner feedback interviews Tutor Feedback meetings with Project Worker	Project Worker Project Staff Tutors Education Committee	Programme review report Management information system Referral Portfolio work Record of achievement IV Reports EA Reports Sign in Sheets Minutes from Learner feedback interviews Minutes from Tutor Feedback meetings Programme Review Report
Relevant legislation used to inform all Treo Portlairge policies QQI QA guidance Childrens' Act Child Protection Health & Safety GDPR Employment legislation Information on relevant legislative change is acknowledged by board. Relevant Committee tasked with ensuring adherence to legislative change & report back to board	Tutors & Treo Staff Project Worker CEO Treo Board of Management Renew Social Enterprise Committee Treo Committees	Centre owned policies relating to QQI Board Minutes Specific committee minutes of meeting AFS & advice received from Auditor Advice received from Solicitor Advice received from HR company Advice received from Insurance company Insurance Policy Child Protection Policy Recruitment Steps Staffing Handbook

TREO PORTLAIRGE CLG		
Policy Title: 2. Documented Approach to Quality Assurance		
Procedure Title: 2.2	**A comprehensive System**	**Date**: November 2022
Purpose: To demonstrate that Treo Portlairge has documented, comprehensive quality assurance policies, procedures and systems in place		
Staff Involved: CEO/Project Staff / Board of Management members / Education Committee / Tutors		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Systems of Governance Regular scheduled meetings with learners and tutors by PW as IV Weekly staff meetings Internal & External Authenticator Reports Education Committee meetings Undertaking of Gap analysis by Education Committee Education Committee reports to board and actions agreed Education Committee oversees changes to policy, procedure and system and reports back to board. Implementation meetings with staff and tutors reported to Education committee	Tutors Project Worker EA Treo Staff Education Committee Treo Board	Gap Analysis Document QA Policy resulting from this QA application Minutes from meetings with learners, tutors, Staff, Education Committee, Treo board, Reports from IV and EA Progress reports to Treo board
Self-monitoring Regular scheduled meetings with learners and tutors Weekly staff meetings Internal & External Authenticator Reports Education Committee meetings Undertaking of Gap analysis by Education Committee Education Committee reports to board and actions agreed Education Committee oversees required changes & reports back to Board	Learners Tutors Project Worker as IV EA Treo Staff Education Committee Treo Board	Training review report Monthly Progress Reports Education Committee meeting minutes Staff meeting minutes Learner Feedback Sheets Tutor Feedback Sheets Minutes from meetings with learners, tutors, Staff, Education Committee, Treo board, Reports from IV and EA Progress reports to Treo board

TREO PORTLAIRGE CLG		
Policy Title: 3 Programme Education and Training		
Procedure Title: 3.1	**Programme Development and Approval**	**Date:** November 2022
Purpose: This procedure describes how Treo Portlairge develops programmes to meet the needs of its target group and the processes used to evaluate and approve programmes.		
Staff Involved: Project Leader/Project Worker/Tutors/Board of Management members		
Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Referral Procedure to identify learning needs of participants Individual Learning Plan completed with learner to identify needs. Review Internal Verifier & External Authenticator Reports	Project Staff Tutors Education Committee	Personal file Referral form Evidence of needs identified and action plan put in place Tutor meeting minutes Education Committee meeting minutes IV and EA reports
Consultative Process Procedures for developing new programme followed Quarter meetings with tutors and QQI Coordinator Learner needs Identified through learner feedback & discussions with tutor Learning Outcome decided Decide on programme outcomes Weekly staff meetings - Discuss structure of programme & entry requirements / supports Meet with field expert Following the QQI validation application process, project staff will develop the programme and bring to CEO and other project staff for consultation Undertaking of training needs analysis by Education Committee	Project Staff Project Worker Tutors Learners Treo Board Education Committee	Tutor Feedback forms Lerner Feedback forms Staff Meeting Minutes Board Agenda & Minutes Tutor meeting minutes Education Committee meeting minutes Conflict of Interest Policy Procedures for Developing new Programmes

QQI accredited modules designed in line with component specification and sent to QQI for validation Education Committee to examine broad outline of programme design Education Committee commissions IV and experienced tutor/practitioner that programme design is in line with component specification. Education Committee bring programme design to board for approval. Board approves and resources QQI application and proposed programme Board tasks PW to submit Programme specification to QQI for validation. Board tasks Education Committee to work through QQi feedback and report back Once validated, programme will be delivered	Project Staff Project Worker Board of Management Education Committee Tutors Learners	Evidence of QQI programme validation process Learner feedback forms Tutor feedback forms Board meeting minutes Education Committee meeting minutes Tutor meeting minutes Financial Resources
Non-accredited programmes developed Referral Procedure to identify learning needs of participants Learner needs Identified with regular meetings with tutors / project staff Staff Meetings Education Committee to examine broad outline of needs & programme design Education Committee commissions IV and experienced tutor/practitioner to programme design with relevant components Education Committee brings programme design to board for approval.	Project Staff Learners Tutors Education Committee Treo Board Subject experts Funder	Learner Feedback Sheets Tutor Feedback Sheets Progress reports to Treo board Reports from IV and Tutor/Practitioner Development in consultation subject experts. Education Committee meeting minutes Treo board meeting minutes Staff meeting minutes Funding applications Non-accredited programmes offered ie Career Pathways, Independent living prog. Healthy relationship prog,

Board approves and resources pilot programme Implementation of pilot monitored by learners, tutor, IV, Education Committee and reported to board.		
Programme design to facilitate access, transfer and progression NFQ Understand progression journey i.e. levels 3 to 4 here and then to 5. Knowledge of learning landscape	Tutors Project Staff Project Worker	Evidence of access, progression and transfer Communication with other organisations regarding access and (this would include certification / training completed in prison) Learner Pack Tutor Pack Individual Learner Plan
Programme evaluation and approval Process Regular scheduled meetings with learners and tutors Quarter meetings with tutors and PW Weekly staff meetings Internal & External Authenticator Reports reviewed & discussed Education Committee meetings Analysis of evaluation and approval process by Education Committee Education Committee reports to board and actions agreed Education Committee oversees required changes to evaluation and approval process and reports back to board – if PW has been part of the development, they will not be part of the approval process	Learners Tutors Treo Staff Project Worker as IV External Authenticator Education Committee Treo Board	Learner feedback forms Tutor feedback forms Record of Management Decision Evidence of Approval Process Monthly Progress Report Education Committee meeting minutes Treo board meeting minutes Evidence of QQI programme approval & validation processes

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 3 Programme Education and Training		
Procedure Title: 3.2	**Learner Admission, Progression and Recognition**	**Date**: November 2022
Purpose: To describe the processes used by Treo Portlairge to cover all areas related to admission, progression, recognition and certification of awards.		
Staff Involved: Project Leader/ Tutors / Project and Outreach Worker / Board of Management members		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Referral Procedure Referral form completed by referring organisation Referral form completed by Treo staff	Project Worker Outreach Worker	Personal Files which will include recognition for previous education standards achieved (these could be from other providers including programmes conducted in Prison etc)
Induction of Learner Induction carried out by Tutor, Project Worker, Outreach Worker Induction covers course outline, policies followed, certification awarded, QQI Centre Coordinator details, overview of QA system, complaints procedure	Tutor Learners Project Staff	Learner information Any forms / correspondence between learner & tutor / staff Handling Complaints
Initial Assessment of Learners Assessment of learner completed to identify level of education of learner and what supports may be needed	Assessor Project Staff	Evidence of need identified (ILP)
Learner Review Learner feedback sheets completed & returned to Tutor Tutor returns feedback sheets to PW for input & review Verbal feedback given throughout course	Tutor Learner Project Worker	Learner Feedback Sheets Tutor Feedback Sheets Tutor Meetings Minutes

Progression of Learner documented	Learner	Meetings with Learner
Progression of learner documented on file	Tutor	Progress Report
Options of progression discussed between tutor and learner	Project Staff	Annual report
Progression options given in learner induction pack	Project Worker	Funder reports

TREO PORTLAIRGE CLG		
Policy Title: 3 Programme Education and Training		
Procedure Title: 3.3	**Programme Monitoring and Review**	**Date**: November 2022
Purpose: This procedure describes how Treo Portlairge self-monitors, self-evaluates and reviews programmes to ensure that they remain appropriate, relevant and up to date.		
Staff Involved: Project Leader/ Tutors / Project Staff		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Review of Programmes at weekly Staff meetings Project Worker informs of any updates and reviews of programmes at weekly staff meeting	Project Worker Project Staff	Staff Meeting Minutes
Tutor feedback Forms Tutor feedback forms completed by tutor after each course and given to PW to input on monitoring system	Tutors	Tutor Meeting Minutes
Quarterly Tutor meetings Quarter tutor meetings carried out between PW and tutors	Tutors Project Worker	Tutor Meeting Minutes
Learner Review Learner reviews to be completed by learners on long courses. This is not required on short or one-off courses	Tutor Learner	Learner Review Forms
Learner feedback forms Learner feedback forms to be completed by all learners at the end of the course and given to tutor. These are then passed to PW to input in monitoring system	Learner	Learner feedback forms / evidence of consultation with learner.
Collation of feedback forms Feedback forms given to PW to input on monitoring system and collated. This is then discussed on Programme Review Report and information relayed to Tutors Information communicated to Ed Com	Tutors Project Worker Education Committee	Training Review Report Education Committee Minutes

Amendment of Programmes	Learners	Training Review Report
Once results of feedback and monitoring has been reviewed and discussed, recommendations are made by various bodies to update or amend programmes	Tutors	Tutor Meeting Minutes
	Project Staff	Education Committee Meeting Minutes
Tutors and PW discuss changes in quarterly tutor meetings or more regular if necessary	Project Worker	Board Agenda / Meeting Minutes
PW brings recommendations to Education Committee through tutor feedback and Programme/Training Review Report.	Education Committee	
Education Committee reviews and adds any further recommendations for amending the programme	Board	
Amendments are completed and new programme curriculum is printed and communicated to tutors in meeting with PW		
Changes are communicated to the Board through the monthly progress report		

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 4 Staff Recruitment, Management and Development		
Procedure Title: **4.1**	**Staff Recruitment**	**Date**: November 2022
Purpose: This procedure describes the equitable and transparent recruitment and allocation process engaged in by TREO Portlairge		
Staff Involved: Project Leader/Tutors/Board of Management		

Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Staff Recruitment Procedures Agreed by board and implemented by Staff Committee	Treo board	Recruitment Steps
	Staff Committee	Board Agenda & Minutes
	Funder representative	Staff Committee minutes
Staff Committee assembles recruitment panel considering expertise of membership, board representation, manager representation, funder representation, gender equality.	Experts as required	Recruitment Steps
		Advertisement
	HR company if needed	Shortlisting of candidates meeting minutes
	Staff Committee	Qualifications Evidence
	Recruitment Panel	Interview minutes
Recruitment steps to be follow:		Job Offer
Staffing need identified		References
Bring to Board		Garda Vetting
Staffing Committee advertise position – requirements subject to position. Tutor positions to hold tutor / Train the Trainer qualification / expert in field / experience desirable / contract or part time role		Job Description
		Contract of Employment
		Employment Handbook
		QA Manual
Staffing Committee shortlist applicants if necessary		
Interviews completed with staffing committee		
Position filled subject to Garda clearance		

QA Manual to be supplied to each new staff member with responsibilities explored where necessary		
Tutor Service Agreement Tutor Service Level Agreement is completed by tutor at beginning of each course SLA includes information regarding employment dates, required notice period, confidentiality, organisation policies and QQI QA guidelines	Tutor CEO Staff Committee Treo Board Consultation with HR company when required	Tutor SLA
Job Description Details Agreed by Staff Committee & Ratified by Board	CEO Staff Committee Treo Board Consultation with HR company when required	Copies of Job Description Details
Conditions of Service Agreed with contributions from funder	CEO Funder Staff Committee Treo Board Consultation with HR company when required	Copies of Conditions of Service Outline

PW is the Project Worker who also holds the role of QQI Coordinator

	TREO PORTLAIRGE CLG	
Policy Title: 4 Staff Recruitment, Management and Development		
Procedure Title: 4.2	**Staff Communication**	**Date**: November 2022
Purpose: This procedure describes how the views of staff members are collected and used and how staff members are kept informed of issues relating to their programme areas		
Staff Involved: Tutors, Staff, Assistant manager, CEO, Staff Committee, Treo Board		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Weekly Staff Meetings Weekly staff meetings chaired by Project Staff	Project Staff with Assistant Manager and CEO	Staff Meeting Minutes
Education Committee Meetings Committee meetings scheduled regularly or more when required	Project Staff with Assistant Manager and CEO	Education Committee Minutes
Staff Recruitment Procedures As above in 4.1	CEO	Recruitment Steps
Quarterly Tutor Meeting Quarter tutor meetings held with PW and tutors Tutors complete tutor feedback sheets on completion of every programme All issues and updates discussed with tutors including tutor responsibilities to ensure QA guidelines are adhered to	Project Worker Tutors	Tutor meeting minutes Tutor feedback sheets
Staff Committee Meetings to discuss issues raised by staff Staff Committee Meetings scheduled regularly or more when required	Staff Committee Staff member if required HR company if required	Staff Committee Minutes Staff Handbook
Monthly Board Meeting Staffing part of Board meeting agenda	Treo Board	Board Agenda & Minutes

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 4 Staff Recruitment, Management and Development		
Procedure Title: **4.3**	**Staff Development**	**Date**: November 2022
Purpose: This procedure describes how opportunities for support and professional development are provided to teaching staff by TREO Portlairge		
Staff Involved: Tutors, Staff, Assistant manager, CEO, Staff Committee, Treo Board		
Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Tutor Service Level Agreement Tutor Service Level Agreement completed by tutor and PW Agreed terms and dates of course	Tutor Project Worker as IV	Tutor SLA Staff Handbook
Tutor Feedback Sheets Tutor completes feedback PW inputs results on monitoring sheet Findings discussed with tutors and Education Committee Education Committee review any concerns or needs for development / training Concerns / training needs discussed with Staffing Committee Recommendations from Committees discussed at Board Meeting	Tutors Project Worker as IV Education Committee Staffing Committee Board	Tutor Feedback Sheets Tutor Meeting Minutes Education Committee Minutes Tutor Meeting Minutes Staffing Committee Minutes Board Agenda & Minutes
Tutor Guidelines provided and discussed with tutors Included in Service Level Agreement and discussed with tutors	Tutors Project Worker	Tutor Guidelines Document
Consultation with Stakeholders	CEO Project Staff	Evidence of promotional material (Training and Development) from third parties i.e. HSE, Probation Service, Waterford

External Supervision provided to individual staff to provide support, formulate ideas, work through issues and explore training needs. External Supervision provided to all staff. Contact CEO or Project Staff for contact information of External Supervisors	Project Staff External Supervisor	No records of external supervision kept by Treo Port Lairge CLG
Internal Supervision provided by Assistant Manager and CEO to staff to provide support, discuss specific work related issues, formulate ideas, monitor progress and explore training needs. Internal Supervision provided by Assistant Manager and CEO Identifying any issues, supports, progress	Project Staff Assistant Manager CEO	Supervision records

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 5 TEACHING AND LEARNING		
Procedure Title: 5.1	**Teaching and Learning**	**Date**: November 2022
Purpose: To ensure that self-monitoring within the centre exists to uphold and improve the quality of teaching and learning experiences on our educational programmes		
Staff Involved: CEO, Project Staff. Tutors		

Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Weekly Staff Meetings Education and training items discussed by PW and Project Staff. This includes all results of internal and external monitoring and reviews.	Project Staff	Staff Meeting Minutes
Quarterly Tutor Meeting Quarter tutor meetings scheduled with PW and tutors Discussions as to current group, teaching methods, any amendments or supports required	Project Worker Tutors	Tutor Meeting Minutes
Tutor Feedback Sheets Tutor evaluation forms completed by tutors at the end of each course and given to PW to input on monitoring system	Tutors Project Worker	Tutor Feedback Sheets Tutor Meeting Minutes
Learner Feedback Sheets Learner feedback sheets completed by all learners on completion of programme	Tutor Learner	Learner Feedback Sheets
Tutor Guidelines' Document given and explained to each tutor	Tutor Project Worker as IV Staff Committee	Tutor Guidelines' Document Staff Meeting minutes Education Committee Minutes

Training Review PW monitors and reviews tutor and learner evaluations PW completes Programme Review Report and discusses at Tutor Meetings	Tutors Project Worker	Training Review Report
Education Committee Meeting All above communicated to the Committee. Required updates discussed and recommendations discussed and adapted	Project Staff Board	Board Agenda & Minutes Monthly Progress Report
Monthly Board Meeting All above communicated to the Board through the monthly progress report.	Project Staff Board	Board Agenda & Minutes Monthly Progress Report

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 5 TEACHING AND LEARNING		
Procedure Title: 5.2	**A Provider Ethos that Promotes Learning**	**Date**: November 2022
Purpose: To ensure that all staff and tutors are appropriately qualified to ensure that they can adequately provide a flexible service to a diverse group of learners. To further ensures that Treo Portlairge provides opportunity for the professional development of learners and staff		
Staff Involved: Tutors, Staff, Assistant manager, CEO, Staff Committee, Treo Board		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Tutor Service Agreement Tutor Service Level Agreement is completed by tutor at beginning of each course	Project Worker Tutors Education Committee	Signed Agreements
Conditions of Service Agreed with contributions from funder	Tutor Project Worker as IV Education committee	Copies of Conditions of Service Outline
Ensuring suitably qualified tutors for each programme Recruitment process followed Qualifications given to CEO / PW	Project Worker as IV Recruitment Panel Staff & Education Committees	Documented Qualifications Education Committee meeting minutes
Tutor Evaluation Forms Tutor feedback sheets completed by tutors at the end of each course and given to PW to input on monitoring system	Tutors Project Worker	Tutor Meeting Minutes
Professional development of tutors and staff Training needs identified or requested Training needs discussed by Education Committee Training needs discussed by Staff Committee	Tutors Staff Project Worker Education Committee Staff Committee Treo Board	Staff Handbook Tutor & learner assessment documents Staff meeting minutes Legislation Internal Supervision records

Training needs brought to Treo board by relevant committee Board takes decision to proceed or not with training. If former board resources training. Board tasks committee to arrange for relevant training and to monitor its impact on staff and learning. Relevant committee monitors and reports back to board.	Funders Professional Development Trainer HR company consulted when necessary	Staff Handbook Tutor & learner assessment documents Staff meeting minutes Legislation Internal Supervision records Education Committee, Staff Committee, Treo Board minutes Professional Development Trainer Agreement/Contract/SLA Certification
Consultation with Stakeholders	Treo board CEO Funders Legislators	SLAs with Funders Funder consultations and training provision Trainer/College/University Training Packs and Certification

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 5 TEACHING AND LEARNING		
Procedure Title: 5.3	**National and International Effective Practices**	**Date**: November 2022
Purpose: To ensure that Treo Portlairge engages with the wider community to enhance teaching and learning practices		
Staff Involved: Staff, Assistant manager, CEO, Staff Committee, Treo Board		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Engagement/Consultation with other agencies within the community Engagement through networking and committee meeting attendances	Project Staff Tutors Treo board Treo Committees Local Network Meetings Funders Government Charity Regulator	Evidence of attendance at local network Meetings Invitations and minutes from attending multi agency meetings to meet specific needs of a community or particular target group Training materials/approaches/methodologies Treo board and Committee minutes Funders' Annual & Strategic plans Reports from attendance at specific Funder Workshops, Networking events, training. Reports from attendance at local launches by local service providers Government policy
Regular Research of standards regarding level delivered **Process:** Learner Feedback meetings Tutor Feedback meetings Staff Meetings IV & EA recommendations Education Committee Meetings	Learners Project Worker Project Staff Tutors Treo board Education Committee	Learner Feedback sheets Tutor Feedback Sheets IV and EA Reports Education Committee Minutes Treo Board Minutes Staff Meetings minutes Reports on findings and updates from QQI and Teaching council

Treo Board Meetings		Annual reports & Strategic plans
Researching Annual reports and Strategic plans of other local and national education/trainingservice providers		Documents retained from attending local and national seminars/workshops and training.
Attendance at local and national seminars/workshops/training		

PW is the Project Worker who also holds the role of QQI Coordinator

	TREO PORTLAIRGE CLG	
Policy Title: 5 TEACHING AND LEARNING		
Procedure Title:	**5.4 Learning environments**	**Date**: November 2022

Purpose:
To ensure that Treo Portlairge provides appropriate learning environments, equipment and facilities for each programme. To further ensure that Treo Portlairge offers appropriate programme levels for its learners.

Staff Involved: Project Leader/Tutors/Project Staff/Board of Management Members

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Criteria for programmes located outside of centre Check availability Identify any extra needs of learners Check suitability for programme being facilitated – enough space / desks if needed / ventilation / lunch facilities / toilets / location Parking available	Project Worker as QQI Coordinator Tutor	Communication with location management Tutor Meeting Minutes
Reviews of Centre Policies Regular scheduled reviews of policies by designated committee of board. Each revised policy brought to board for review, adoption when required and resourcing. Designated committee tasked with monitoring implementation of revised policy. Staff work through revised policy with designated committee who oversee its implementation. Awareness of work undertaken locally and national of other agencies working with target group. Awareness of other education and training agencies, and employers providing progression opportunities to target group.	Tutors Staff including Project Worker as IV Treo Board Governance Committee Renew Social Enterprise Committee Education Committee Staff Committee Finance Committee Funders Training Providers	Updated copies of all Policies Agendas & Minutes of five Committees' meetings Tutor and Learner Feedback sheets Board Agenda & Minutes Business Plans and SLAs with funders Network attendance Learning documents from Regional and National seminars/workshops.

Adherence to Health and safety Statement All staff contribute to the content and efficacy of a Safety Statement with consultant Consultant drafts an operational Safety Statement Governance Committee review draft statement Board presented with H & S statement by Governance Committee. Board adopts (or otherwise) draft. Governance committee tasked by board with overseeing implementation of H&S Statement. Consultation with landlord if required. Governance Committee reports back to board on implementation of H & S Statement All staff, tutors, learners, contractors or any other person to use this centre must adhere to the Health & Safety Policy	Tutors All Staff CEO & Assistant Manager Treo Board Governance Committee Health & Safety Consultants Landlords as required	SLA with Health & Safety Consultant Safety Statement Critical Incident Forms Documented discussions with landlords
Induction Training Completion of Induction Training Understanding and sign off on essential policies i.e. Children First, Substance Misuse, Health & Safety, Staff Handbook,	All Staff Tutors Volunteers	Completion certificates of online courses Signed Children First, Substance Misuse, Health & Safety policies along with policies contained within Staff Handbook. Board Agenda, Minutes & Progress Reports for last 6 months Strategic Plan
Initial Assessment of Learners & Evidence of need identified Assessment of learner completed to identify level of education of learner and what supports may be needed Learner meets with tutor Referral procedure	Learner Project Worker Project Staff Tutors	Evidence of need identified Individual Learning Plan Referral documents

Learner Review conducted Follow up consultation with relevant staff member/tutor IV monitor IV brings issues to Education Committee if needed i.e. change approach, additional resources, programme refocus, resources required. Education committee brings recommendations to Treo board for approval and resourcing if required Board approaches funder if required for additional resources Education committee monitors change implementation and provides progress reports to board.	Learner Staff Tutor Project Worker as IV	Learner Feedback Sheets IV Monitor report Education committee minutes Board Agenda and minutes SLA with funders and amendments if required
QQI Accredited options designed in line with target group needs Needs identified at referral process, learner reviews, verbal discussions with tutors	Learners Project Staff Project Worker Tutors Education Committee Treo Board	QQI Validated Programmes
Non-accredited Programmes offered Process of identifying opportunities for new programme outlined previously	Learners Tutors Treo Staff Project Worker Education Committee Treo Board	Evidence of Programmes designed
Purchase of resources If small item(s) Project Worker as IV sources what is required. If a more expensive resource then process below followed Need identified with tutor &/or learner assessment, staff meeting, IV and EA report Need presented to Education Committee who prepare a cost benefit analysis to Treo board	Learners Tutors Treo Staff Project Worker as IV External Authenticator Education Committee	Board Agenda & Meeting Minutes Tutor Meeting Minutes Learner and tutor feedback sheets Staff Meeting Minutes Education Committee Minutes Purchase Orders Quotations

Treo board make a decision and engage funder if necessary Procurement guidelines followed and resource purchased. Education committee tasked by Treo board with monitoring deployment of resource and impact. Reports to Treo board provided by Education Committee.	Treo Board Funders	Receipts and Invoices Progress Reports
Review of Programmes at Staff meetings Programmes discussed at weekly staff meetings with Project Worker and Project Staff	Project Staff Assistant Manager Project Worker as IV	Minutes of meetings Agenda & minutes of education Committee
Review of criteria for programme venues outside of centre If programme is to be run outside of the centre Criteria checklist to be followed	Tutor Project Staff Education Committee	Venue Criteria Checklist Tutor Meeting Minutes Education Committee Minutes Staff Meeting Minutes

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 6 Assessment Of Learners		
Procedure Title: **6.1**	**Assessment of Learners Achievements**	**Date**: November 2022
Purpose: To outline the policy of Treo Portlairge to monitor assessment of learners so as to ensure fair, consistent and planned approaches both within and across programmes.		
Staff Involved: Tutors, Project Worker, Board of Management Members, Education Committee, CEO, Assistant Manager		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Regular formal learner progress review Adaptation identified documented and brought to Education Committee, if needed Short programmes / courses only undertaken in our organisation. Formal learner progress assessment is completed on completion of the course	Learners Project Worker as IV Staff Tutors/Learner Education Committee	Assessments Minutes of Staff meetings Agenda & minutes of Education Committee
Review of Programmes and tutor meetings to see where integration is feasible Programme review carried out by PW Quarter tutor meetings scheduled with PW and tutors	Tutors Project Worker as IV Staff Tutors/Learner Education Committee	Minutes of Tutor meetings Minutes of Staff meetings Agenda & minutes of Education Committee Adaptation identified, documented and brought to education Committee, if needed.
Initial assessment of Learners to ascertain level of abilities Assessment of learner completed to identify level of education of learner and what supports may be needed Learner meets with tutor or Project Staff to identify learning levels and supports needed Any adjustments identified in teaching or assessment process brought to QQI Coordinator as required Tutors/ QQI Coordinator recommend changes and updates	Learner Project Staff Tutors Education Committee	Initial Learning Plan Tutor Meeting Minutes Education Committee Meeting Minutes

PW as QQI Coordinator communicates needs / amendments to Education Committee Education Committee confirm changes to teaching / assessment in line with QQI guidelines		
Notice boards maintained to include section to QQI PW and tutors update boards to include up to date information regarding QQI	Project Worker Tutors	Notice Board
All briefs explained to Learners at induction Course briefs are included in learner pack and are explained by tutor	Learner Tutor Project worker	Learner Information
Portfolios kept in secure location prior to and following verification and marking Portfolios given to PW once corrected by tutor Videos of skills performed uploaded to secure computorTu Portfolios are kept in a secure location in the Training Room	Tutor Project Worker	Designated storage area

To allow reasonable accommodation of learners assignments briefs and methodologies to be adapted in line with learners requirements Additional requirements picked up on referral or initial assessment OR Tutor meet with learner to learn of requirements Methodologies/Assignments adjusted Monitoring of adjustment, assignments and learner progress IV acknowledges adjustments in Portfolio and marking EA acknowledges adjustments in report Internal Verification Panel acknowledges adjustments in Portfolio and marking	Learner Tutor Staff Member Project worker as IV	Evidence of consultation with Learner Learner & Tutor Feedback sheet Scheduled quarterly meetings with Tutors Learner schedule (timetable) Portfolios (methodologies, times/dates) IV report EA Report Internal Verification panel minutes Education Committee minutes
Education Committee acknowledges adjustments in Portfolio and marking		
Internal verification, External authentication, Results approval meeting Once portfolios have been corrected by tutor, IV confirms or updates marks Portfolios include, in some cases videos of skills performed Provisional result given to learner through phone & letter / e-mail EA attends centre to carry out external assessment Results approval panel meet to confirm EA results Results are submitted to QQI Feedback on results available to learner if required	Tutor Project Worker as IV External Authenticator Results Approval Group Education Committee	IV Report EA report Results Approval Panel Minutes

QQI documentation monitored for updates Tutor brings updates to PW PW brings updates to Education Committee as required PW conveys updates to tutors and staff on behalf of Education Committee PQ and Education Committee monitor changes when required	Project Worker Tutors Education Committee	QQI communications Education Committee Agenda and Minutes Tutor Meeting Minutes Staff Meeting Minutes
Notification of achievement to learners Results Approval Committee sign off on IV and EA reports Education Committee informed Education Committee task Project Worker as IV to convey achievement to tutors Tutors / PW contacts learner with final results	Learner Tutor Project Worker as IV Results Approval Committee Education Committee	IV and EA reports Education Committee agenda and minutes Record of written notification

Learner is facilitated in appeal process/ documentation of results of appeal	Learner	Results Appeals Process
Learner meets with tutor	Tutor	Minutes of IV meeting with learner
Learner meets with PW as IV if required	Project Worker as IV	Appeals form completed & signed
QQI Results Appeal Form completed	Results Approval Committee	Minutes of IV meeting with Results Approval Committee
QQI Results Appeal Form returned to tutor	Education Committee	Agenda & Minutes of Education Committee
Tutor return Results Appeal Form to QQI Coordinator	Tutor	Minutes of meeting with learner to convey decision
Appeal made		Tutor Feedback sheet
IV meets with tutor and Results Approval Committee		
Education Committee receives all required evidence with appeal form		
Education Committee meets to hear appeal and makes decision		
Result conveyed to learner by IV		
Result amended on QQI system if required		
Appeal result is final		

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 7 SUPPORT FOR LEARNERS		
Procedure Title: 7.1	**Support For Learners**	**Date**: November 2022

Purpose:
To outline procedures which ensure that Treo Portlairge CLG provides and maintains learner facilities & resources. That Treo provides adequate supports, both pastoral and educational, for its Learners. To further ensure that feedback on assessment and progress is provided to the Learner on a regular basis.

Staff Involved: Project Leader/Tutors/Project Worker

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Purchase of Resources If small item(s) Project Worker sources what is required. If a more expensive resource then process below followed Need identified with tutor &/or learner assessment, staff meeting, IV and EA report Need presented to Education Committee who prepare a cost benefit analysis to Treo board. Treo board make a decision and engage funder if necessary Procurement guidelines followed and resource purchased. Education committee tasked by Treo board with monitoring deployment of resource and impact. Reports to Treo board provided by Education Committee.	Learners Tutors Treo Staff Project Worker External Authenticator Education Committee Treo Board Funders	Receipts/Resources available Staff meeting minutes Quotations Education Committee meeting minutes Board meeting minutes
Quality Assurance All learners to be signposted to relevant QA guidelines On-going communication between tutor and learner to ensure understanding of QA processes and the responsibilities of the learner	Tutor Learner	Learner Information

Access to Computers for all Learners Access to computers in centre	Learner Tutor	PCs available onsite
Quarterly Tutor Meeting Quarter tutor meetings scheduled with PW and tutors	Project Worker/Tutors	Tutor Meeting Minutes
Notice boards maintained to include section to QQI Information regarding QQI and any updates displayed on centre notice board	Project Worker	Notice Board
All programme/ briefs explained to Participants Briefs / programmes explained by tutor and can be found in learner induction packs Supports identified at referral process	Tutor Project worker	Learner Information Referral Form
Adapting assignment briefs and methodologies in line with Learner requirements, while paying due regard to Learner sensitivities and awareness. Discussed at initial assessment of learner, ongoing meetings with tutors and learners Tutor meets with PW to discuss PW discusses with Education Committee if required Learner supports identified (language barriers, physical barriers) and address	Learner Tutor Staff Member Project worker as IV EA	Learner Feedback Sheet Tutor Meeting Minutes Portfolios (methodologies, times/dates) ILP - evidence of consultation with Learner EA Report Education Committee Meeting Minutes
Supports for Learners with Disabilities Any extra supports for learners with disabilities identified Needs addressed with learner and tutor Relevant supports put in place		

Supports can include one-to-one work, move location to ground floor, adaptation of teaching method Review of any support that may be more difficult to offer and brought to attention of Education Committee Education Committee discuss and recommend support or alternative		
Monitoring of Learner Supports Required learner supports put in place Supports monitored by tutor Review of supports communicated to PW through tutor meetings and tutor feedback	Learner Tutor Project Worker	Learner Feedback Sheets Tutor Feedback Sheets Tutor Meeting Minutes
Notification of achievement to Learners Learners are notified of Provisional results either in class by tutor or through text / email if course has finished Learners are notified of Final Result either in class by tutor or through e-mail if course has finished	Tutor Project Staff	Record of written or verbal notification
Access to Pastoral Care supports Need identified during referral procedure or at any subsequent contact with project staff Staff meeting discuss need and Referring agent engaged Project Counsellor or external support agency/professional engaged Appointment made and learner supported to engage Engagement with support monitored by learner Key worker Staff meetings discuss progress	Tutor Project Staff	Learners referred to Counsellor and/or other appropriate service

Processing of issues or complaints		
QQI Coordinator information given to learner at induction		
Learner encouraged to speak to tutor face to face with all feedback and concerns		
Learner can contact tutor or QQI Coordinator by phone, e-mail or in person		
All complaints or issues documented formally through e-mail or report to QQI Coordinator and Education Committee		
Learner will receive feedback of complaint within 48 hours even if complaint has not been settled		
Once tutor / PW as QQI Coordinator / Education Committee responds, learner to be notified in writing and phone call		
If learner is happy with response, all communication is documented		
If learner is unhappy with responds, Education Committee take complaint to the Board		
The Board handles complaint accordingly or tasks relevant Committee to manage complaint		
Feedback is given to learner through QQI Coordinator of final response		

PW is the Project Worker who also holds the role of QQI Coordinator

	TREO PORTLAIRGE CLG	
Policy Title: 8 Information and Data Management		
Procedure Title:	**8.1 Information Systems**	**Date**: November 2022

Purpose:
To describe the controls and structures that are in place to generate named data/reports and how they are communicated to staff and management for self-monitoring and planning purposes

Staff Involved: Tutors, Staff, Project Worker, CEO, Education Committee, Board of Management Members, Governance Committee

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Referral procedures Initial assessment of learner Referral form completed by referring organisation or Project Staff	Tutors Project Staff Project Worker	Personal Files ILP's
Weekly Staff meetings **Weekly staff meetings chaired by Project Staff and contributions made by all staff**	Project Staff	Minutes of meetings
Data System Any changes required discussed by Governance Committee with recommendations brought to Treo board Treo board tasks Governance subcommittee. CEO and designate staff member to make changes when required and report back to Governance Committee. Progress update made to Treo board by Governance Committee	Staff Treo board	Attendance records Programmes undertaken by learners Completion and progression rates Learner feedback forms
Quarterly Tutor meetings and tutor feedback sheets Quarter tutor meetings held with PW and tutors Tutor feedback sheets discussed and reviewed	Project Worker Tutors	Minutes of meetings Tutor feedback sheets

Tutor/Learner Reviews PW conducts Programme Review Report after reviewing and analysing tutor and learner feedback information	Learners Tutor Project Staff Project Worker	Completed learner feedback/review sheets Completed tutor feedback/review sheets
Bi-annual self-evaluation Bi-annual self-evaluaion carried out	Tutors Project Staff Project Worker Learners Education Committee	Training/Programme Review Report Education Committee meeting minutes

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 8 Information and Data Management		
Procedure Title:	**8.2 Learner information systems**	**Date**: November 2022
Purpose: To describe how Treo Portlairge provides a robust and comprehensive information management system		
Staff Involved: Tutors, Project Worker, CEO, Staff, Board of Management, Education Committee, Governance Committee		

Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Maintenance of secure database and hard copies of Learner records Access to IT systems limited to certain staff. Password protections. Staff use designated PCs with limited access Facebook and Website limited access and passwords. Files securely held for current use and historical review Change password on regular basis and notify relevant staff of update	Tutors Project Staff Governance Committee Education Committee Treo board	Files securely held for current use and historical review – password protected, hard copy locked securely, following GDPR guidelines Files uploaded to Google Drive with restricted access
Secure QQI ILP's/Feedback forms/Minutes of Meetings/Programme Review Reports / IV reports / EA reports Hard cory of files held securely in filing cabinet with limited access allowed by specific staff Minutes access on Google Drive with restricted access All QQI documentation kept in filing cabinet with restricted access and digital copy kept on USB stick located with Project Worker	Tutors Project Staff Project Worker	Reports for internal quality management and improvement Documents uploaded to Google Drive with restricted access
Secure data generated from internal evaluations Secure use, storage and reporting of physical:	Project Worker Project Staff	Providing compatible data required for external regulatory, professional and national systems

QQI/ILP/Tutor & Learner Feedback forms Minutes of Meetings Programme Review Reports IV and EA Reports. Secure use of IT systems (Emails, Relevant Electronic files, Portals, Reports) to store and convey internal evaluations.	Project Worker Project Staff	Data stored securely on password protected PC / locked securely / Google Drive with restricted access
Generating statistical data and other data IV brings internal and EA reports' data to Education Committee. Education Committee reports on data to board. Board reports and publishes data	Tutors Project Staff Project Worker Education Committee Treo board	Annual report Business plan Training review report Monthly progress report to Board Education Committee meeting minutes Staff meeting minutes
Systematic data reviews Treo board tasks Governance Committee with regularly reviewing data collection, reporting, storing, security systems Governance Committee reports to Treo board on amendments needed. Treo board tasks relevant committee i.e. itself as Governance, Finance, Education, Staff or Renew Social Enterprise with necessary changes. Relevant committee oversees work undertaken by Treo staff, Project Worker, Assistant manager, CEO or consultant? Relevant committee report on progress to Treo board	Project Worker Tutor External Authenticator Governance Committee Other relevant Committees of Treo Treo board Consultant if board require input	Accurate and complete secure data relating to learner assessment EA report Minutes from Committee Meetings Progress reports provided to the Board
External maintenance If external / expert maintenance is required; Discussed at Staff meeting PW contacts relevant expert Expert attends Treo & carries out relevant maintenance / updates	Project Staff External Expert	

TREO PORTLAIRGE CLG		
Policy Title: 8 Information and Data Management		
Procedure Title:	**8.3 Management Information System**	**Date**: November 2022
Purpose: To describe how the management information system is utilised by Treo Portlairge CLG staff members		
Staff Involved: Project Staff, Project Worker		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Secure maintenance and storage of information Keys for physical files and passwords for electronic files securely kept Access to these leaners' and files by appropriate staff only Access available to all specific staff members to facilitate timely reporting Use of Drive by staff Regular back up of files using external hard Drive PW to hold and update passwords and secure information	Tutors Project Staff Project Worker Education Committee Treo board	Access available to all specific staff members to facilitate timely reporting Maintenance and use of Google Drive for shared or restricted access Staff Meeting Minutes Tutor Meeting Minutes Education Committee Meeting Minutes Data Protection Policy
Secure data available to relevant Staff/Tutors Limited access to data by tutors with staff oversight Access to leaners' physical and electronic files by appropriate staff Keys and passwords securely kept by staff Electronic messaging used if/when necessary Google Drive	Tutors Project Staff Project Worker Education Committee Treo board	Analysis of key performance indictors and objectives in Business plan Restricted access to Google Drive for relevant staff / tutors Restricted access to PC's

TREO PORTLAIRGE CLG		
Policy Title: 8 Information and Data Management		
Procedure Title:	**8.4 Information for further planning**	**Date**: November 2022
Purpose: To describe how the management information system is reviewed by Treo Portlairge CLG		
Staff Involved: Project Staff, Project Worker, Governance Committee		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Annual Management Information System Reviews Treo board tasks Governance committee with review annually Governance committee consults with staff and other committees before reporting back to Treo board If required, consultant engaged Treo board tasks Governance committee with specific update and maintenance tasks Governance Committee reports back to Treo board	Project Staff Project Worker Governance Committee Treo board Consultant if required	Evidence of maintenance and updates Staff meeting minutes Governance Committee meeting minutes

TREO PORTLAIRGE CLG		
Policy Title: 8 Information and Data Management		
Procedure Title:	**8.5 Completion rates**	**Date**: November 2022
Purpose: To describe how Treo Portlairge collects completion rates and makes them available to external quality reviewers		
Staff Involved: Project Worker, Project Staff, Education Committee		
Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Learners to sign in each day of attendance Information given to PW for records of attendance, retention and completion Secured Management Information System Secured QQI Data Folder Data Kept on Information system on each learner Education Committee meet to ratify QQI system updated	Project Staff Project Worker Education Committee Treo board	Completion figures of accredited and unaccredited programmes Sign in sheets Progress Report to Board Annual reports Education Committee minutes

TREO PORTLAIRGE CLG		
Policy Title: 8 Information and Data Management		
Procedure Title:	**8.6 Records maintenance and retention**	**Date**: November 2022
Purpose: To outline Treo Portlairge CLG policies for maintenance and retention of records		
Staff Involved: Project Worker, Project Staff		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Secure database maintenance for specific retention periods Electronic data kept securely on relevant devices with restricted access and frequent password changes	Project Staff Governance Committee Treo Board	Progress Reports Annual reports Business Plans
Secure data maintenance of quality-related records Physical data kept securely locked away in designated room Electronic data kept securely on relevant devices with restricted access and frequent password changes Get in IT specialist if required	Project Staff Project Worker Governance Committee Treo Board	Evaluation of performance against objectives Progress Reports Self-Monitoring Reports Internal & External Evaluation Reports Board Agenda & Minutes
Analysis of performance evaluation Staff Meetings Governance Committee oversees performance Governance Committee bring issue to Treo board Treo board tasks Governance Committee with addressing needs where necessary Changes overseen by Governance Committee & reported to Treo board	Project Staff Governance Committee Treo Board	Staff Meetings minutes Governance Committee minutes Board Agenda & minutes Actions taken to improve QA system, including reasons. Follow-up reports

TREO PORTLAIRGE CLG		
Policy Title: 8 Information and Data Management		
Procedure Title:	**8.7 Data protection and freedom of information**	**Date**: November 2022
Purpose: To outline Treo Portlairge CLG's compliance with data protection legislation as well as clear information about what personal data will be collected		
Staff Involved: Project Leader/Tutors/Project Worker		
Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Data Access Controls All data is protected as mentioned previously and files can be accessed when requested	Project Staff Governance Committee Treo Board	Password encrypted files Restricted access to Google Drive
Regular data backup systems Project staff responsible for back up on own systems Project Worker backs up QQI and other education & training information	Project Staff Governance Committee Treo Board	External Hard drive
Learners openly informed at referral stage what personal information will be collected Informed verbally and on completion of referral forms and other documentation	Project Staff Tutor	Referral documentation Learner Information
Clear information given to Learners about what personal data will be collected and for what purpose and with whom it will be shared Informed verbally and on completion of referral forms and other documentation	Project Staff Tutor	ILP Learner Information GDPR policy
All Personal and Educational files and portfolios are held in a secured filing cabinet or electronically with restricted access As stated previously, all files are secured with restricted access.	Project Worker Project Staff Tutor	Files held in secured Filing cabinet Electronic files are password protected

TREO PORTLAIRGE CLG		
Policy Title: 9 Public Information and Communication		
Procedure Title:	**9.1 Public information**	**Date**: November 2022
Purpose: To outline Treo Portlairges' policies and procedures that ensure any information published is clear, accurate, objective, up to date and easily accessible. The objective of this policy is to provide stakeholders with factual, impartial information, enabling them to formulate an accurate perception of Treo Portlairge and to permit service users and current and future learners to make informed decisions about their involvement.		
Staff Involved: Project Staff, Board of Management, Governance Committee		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Website: information includes but is not limited to background; outreach; Community service; Programmes; Community Employment Scheme; Prison work, Counselling, Workshop	Project Staff Governance Board	www.Treoportlairge.ie Governance Committee Meeting Minutes Board Meeting Minutes
Social Media: Project Staff have the authority to communicate autonomously on social media platforms	Project Staff	Treo Portlairge Facebook page and Facebook messaging Instagram Twitter Snapchat Staff Meeting Minutes
Brochures and advertising: Need is discussed at Staff Meetings Governance Committee considers need and request work from professional (printer)	Project Worker Project Staff Board of Management Governance Committee Tutors Education Committee	Staff Meeting Minutes Brochures, leaflets, pop-up displays Website Social Media sites Governance Committee Meeting Minutes Board Agenda & Minutes Tutor Meeting Minutes Education Committee Minutes

Education & Training Material		www.treoportlairge.ie
Education Committee tasked with reviewing and making recommendations as to all relevant education and training information, manuals, policies and procedures to be published on organisation website. Updates and process communicated to Treo Board through monthly progress report		Monthly Progress Report

TREO PORTLAIRGE CLG		
Policy Title: 9 Public Information and Communication		
Procedure Title:	**9.2 Learner information**	**Date**: November 2022
Purpose: To ensure that all relevant programme and award information is made available to current and prospective learners		
Staff Involved: Project Staff, Tutors, Project Worker, Education Committee		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Comprehensive referral procedure Contact is made with Outreach Worker / Project Worker Referral form completed by external organisation Referral form completed by Treo staff Recognition of Prior Learning (RPL) noted at referral process. Tutor / project staff look at how this prior learning may support learner progression or transfer within this centre	Project Staff Project Worker Tutor	Personal files and documentation on referral Individual Leaner Plan
Initial meeting with potential learner and project staff/tutor to include learning programmes title, awarding body, access, transfer and progression routes. Discussed at referral process or in later induction meetings Progression also discussed on receiving final result	Project Worker Project Staff Tutors Learners	Signed ILPs Learner Information Tutor Meeting Minutes
Title of course, name of awarding body, type of award displayed on Notice Board All QQI and education & training information is documented on notice board	Project Worker Project Staff	Brochures on notice boards/leaflets in public areas of centre

Comprehensive Website information Website reviewed and updated regularly as needed	Project Staff IT Consultant if required	www.treoportlairge.ie

	TREO PORTLAIRGE CLG	
Policy Title: 9 Public Information and Communication		
Procedure Title:	**9.3 Publication of quality assurance evaluation reports**	**Date**: November 2022

Purpose: To ensure that all information gathered and reports from quality evaluations are made available to the appropriate people

Staff Involved: Project Worker, Project Staff, Tutors, Education Committee, Board of Management

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Programme review report to include programme improvement plan is kept on file and is made available to all relevant stakeholders The Programme Review Report is completed on a bi-annual basis Learner & tutor evaluations are analysed and reviewed & reported on in Programme Review Report Programme Review Report kept securely in filing cabinet and digital copy	Project Worker Project Staff Tutors Education Committee Board of Management	Programme review report Programme improvement plan Education Committee meeting minutes Tutor meeting minutes
QA review is kept on file and is made available to all relevant stakeholders QA is reviewed regularly to keep in line with QQI updates in standards QA review is completed by Project Worker All updated QA details are shared to tutors and learners QA review kept with all other QQI documents securely in filing cabinet and digital copy	Project Worker Project Staff Tutors Board of Management	QA Review Education Committee meeting minutes Board meeting minutes QA Review IV and EA reports Education Committee minutes

Publication of Programme Information	Tutors	Staff Meeting Minutes
All programme information should be approved and published to our public forums	Project Staff	Tutor Meeting Minutes
QA evaluation reports communicated to staff and tutors	Education Committee	Education Committee Meeting Minutes
Results of QA evaluation process brought to relevant committee meetings	Board	Board Agenda & Minutes
Updates, changes or any information regarding programmes to be discussed by stakeholders		
Information and updates discussed by PW at weekly staff meetings		
Information discussed at quarterly tutor meetings		
Information discussed at Education Committee meeting.		
Recommendations discussed and information for publication approved for print and publishing to website and other public forums.		
Changes and information communicated to Board through monthly progress report.		

TREO PORTLAIRGE CLG		
Policy Title: 10 Other Parties Involved in Education and Training		
Procedure Title: 10.1	**Peer relationships with the broader education and training community**	**Date**: November 2022

Purpose: To demonstrate that Treo Portlairge recognises other qualifications (National and International) by comparing it, where possible, to a major award at a certain level on the Irish National Framework of Qualifications (NFQ)

Staff Involved: Project Leader/Project Staff

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Project Staff are familiar with the NFQ Recognition of Prior Learning (RPL) Learner feedback bringing knowledge of other education awards or methodologies within other centres Tutor feedback bringing knowledge of other education awards Attendance at training events and workshops by tutors, staff, Education Committee & Treo board Outreach Worker / Project Worker make contact with other organisations (i.e. Prison, Youthreach, Wytec) to confirm certifications gained	Project Worker Project Staff Education Committee Treo board Tutors Learners	NFQ Poster on display on notice boards. ILP Learner Feedback Sheets Tutor Feedback Sheets Correspondence with external organisations Staff Meeting Minutes Tutor Meeting Minutes
Access, transfer and progression routes	Outreach Worker Project Worker	Communication with prison to allow for continuation or progression from qualifications gained while in prison

PW is the Project Worker who also holds the role of QQI Coordinator

	TREO PORTLAIRGE CLG	
Policy Title: 10 Other Parties Involved in Education and Training		
Procedure Title: 10.2	**External partnerships and second providers**	**Date**: November 2022
Purpose: To ensure that appropriate procedures are in place when working with external partners and second providers		
Staff Involved: Tutors, Project Worker, Project Staff, Education Committee, BTEI coordinator, Community Education Facilitator, Adult Education Coordinator, Local Training Initiative		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Meetings with and applications with WWETB i.e. • Back to Education Initiative Coordinator, • Community Education Officer • Adult Education Officer • Local Training Initiative Officer Applications and SLAs approved by Education Committee. Education committee oversee progress and evaluations and report to board.	Project Worker Staff Tutors Education Committee Staff Committee Treo board WWETB	Evidence of meeting documented in weekly staff meetings and monthly progress report Signed Service Level Agreements with Tutors SLA with WWETB (Community Education) WWETB & Treo SLA with Local Training Initiative Education Committee minutes Treo board minutes

PW is the Project Worker who also holds the role of QQI Coordinator

TREO PORTLAIRGE CLG		
Policy Title: 10 Other Parties Involved in Education and Training		
Procedure Title: **10.3**	**Expert panellists, examiners and authenticators.**	**Date**: November 2022
Purpose: To ensure that procedures are followed in order to recruit expert panellist, examiners and authenticators if and when necessary.		
Staff Involved: Project Staff, Project Worker, Education Committee, Treo Board		

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Development of new programmes carried out in consultation with experts in that subject field. Need for new programme identified Expert contacted Meetings scheduled with project staff, tutors, subject expert	Project Worker Staff Education Committee	Quality Assured programmes Staff meetings minutes Education Committee minutes Treo board minutes
External Authenticators are recruited from the QQI external authenticator panel. Approved by Education committee and adopted by Treo board	Project Worker Education Committee Treo Board	QQI External Authenticator panel Signature of External Authenticator Education Committee minutes Treo board minutes

	TREO PORTLAIRGE CLG	
Policy Title: 11 Self-Evaluation, Monitoring and Review		
Procedure Title: 11.1	**Provider-owned internal review, self-evaluation and monitoring**	**Date**: November 2022

Purpose:
To describe how and when Treo Portlairge provides self-evaluation, monitoring/reviewing of programmes and services ensuring that existing effective practices are identified and maintained. In addition, how provision is made to address areas that may require improvement.

Staff Involved: Project Staff, Project Worker, Tutors, Board of Management, Education Committee

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
On-going Internal Self-Monitoring Review of learner feedback sheets Review of tutor feedback sheets Scheduled tutor meetings Verbal feedback from learner to tutor – communicated in tutor meetings or tutor feedback sheets	Project Worker Tutors Project Staff Education Committee	Tutor and learner evaluation/feedback sheets Minutes of weekly staff meeting Minutes of quarterly tutor meetings Tutor/Learner Review Forms Education Committee meeting minutes
Bi-annual self-evaluation Review & analysis of learner & tutor feedback Programme review report completed by Project Worker Findings reported in tutor meetings Findings reported to Treo Board & Committees	Project Worker Tutors Project Staff Learners Board of Management	Training/Programme Review Report

	TREO PORTLAIRGE CLG	
Policy Title: 11 Self-Evaluation, Monitoring and Review		
Procedure Title: 11.2	**Internal Self-Monitoring**	**Date**: November 2022

Purpose:
To describe how and at what specific intervals Treo Portlairge CLG carries out self-monitoring processes to ensure that existing effective practices are identified and maintained. Areas needing improvement are identified by the quality system which monitors key performance indicators and progress against objectives.

Staff Involved: Project Staff, Tutors, Project Worker, Education Committee, Board of Management

Method(s) used to carry out this procedure	By Whom	Evidence generated by this procedure
Annual completed checklist measuring key performance indicators and progress against objectives	Project Worker Project Staff Education Committee	Business Plan Annual Report
Review of Outputs in Project Business Plan Outputs gathered by Project Staff and tutors	Project Staff	Business Plan Annual Report
Prioritising objectives Learner and tutor feedback reviewed Self-evaluation completed Scheduled tutor meetings with review of programme information and objectives reviewed, discussed & updated Education committee meetings scheduled with review of programme information and objectives reviewed, discussed & updated	Project Leader Project Staff Tutors	Training/Programme Review Report
Progress quality assurance evaluation outcomes used to produce a quality improvement plan, including identification of person(s) responsible for actions and follow-up Education Committee meetings Reports to Board & its decisions & subsequent oversight of implementation by Ed Committee	Learners Tutors Staff Project Worker Education Committee Treo Board	Training/Programme Review Report and improvement plan EA report Education Committee meeting minutes

TREO PORTLAIRGE CLG		
Policy Title: 11 Self-Evaluation, Monitoring and Review		
Procedure Title: 11.3	**Self-Evaluation, Improvement and Enhancement**	**Date**: November 2022
Purpose: To describe how Treo Portlairge CLG carries out self-evaluations and how areas requiring improvements are addressed, ensuring improvement and sustainability of positive learning for both learner and staff. To further ensure that the programme remains appropriate and up to date.		
Staff Involved: Tutors, Project Staff, Project Worker, Education Committee, Board of Management		
Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Bi-annual self-evaluation Review of learner evaluations Review of tutor evaluations Training Review Report completed by Project Worker Training Review Report identifies improvements to be made to enhance the learner experience Needs include but are not limited to; teaching methods, facilities, communication, quality of programme, assessments Once need for improvement is identified, plan is made by PW to address Communication with tutors to address changes and recommendations noted Communication with Education Committee to address changes Recommendations made and approved by Education Committee to changes in programme and assessments These improvements and adaptions will all be in line with QQI guidelines and requirements	Learners Tutors Staff Project Worker Education Committee Treo Board	Training Review Report

Consultation with Learners and Tutors Tutors consult learners during and on completion of the programme Project Worker consults with tutors during quarter tutor meetings and as required	Learners Tutors Project Worker Project Staff	Learner and Tutor feedback sheets Staff meeting minutes Tutor Meeting Minutes
Review and analysis of attendance records. Review of progression and development of learners including drop-out rates Statistics of accreditation and training with third parties	Learners Tutors Staff Project Worker Education Committee Treo Board	Quantitative Analysis Report as part of the Annual Report
Review and analysis of reports, consultations and minutes relating to programmes Review of files and referral forms	Project Worker Project Staff Tutors Education Committee Board of Management	Qualitative Analysis Report as part of the Annual Report
Training Review Report Learner feedback completed & returned to Project Worker for input & review Tutor feedback completed & returned to Project Worker for input & review Training Review Report completed by reviewing and analysing feedback forms	Staff Project Worker Education Committee Treo Board	Training Review Report including recommendations and improvement plan
Staff training / development when the needs become apparent Scheduled tutor meetings Education Committee meetings Staff meetings Internal & external supervision Review of EA report to inform of any training needed to improve service	IV EA Staff Education Committee Treo Board Tutors	IV reports EA reports QQI correspondence Training Providers Training completion certification Accreditation certification Education Committee Meeting Minutes Tutor Meeting Minutes

Reviewing and monitoring the effectiveness of the Quality Assurance procedures	Tutor	Review Report and Evidence of updates
Review of Feedback sheets by IV	Project Worker as IV	Learner Feedback Sheets
Regular monitoring and reporting of QQI QA guidelines by IV to Education Committee	EA	Tutor Feedback Sheets
Monitoring Attendance & Completion rates among learners by IV	Staff	IV reports
Examination of IV and EA reports by Education Committee	Education Committee	EA reports
Education Committee review QA regularly	Treo Board	Education Committee Minutes
Treo board receives reports from Education Committee		Treo Board minutes
Education Committee tasks IV and relevant staff member with ensuring necessary changes		
Education Committee monitors change		

TREO PORTLAIRGE CLG		
Policy Title: 11 Self-Evaluation, Monitoring and Review		
Procedure Title: 11.4	**Provider-owned quality assurance engages with external quality assurance**	**Date**: November 2022
Purpose: To ensure that the Treo Portlairge CLG Quality Assurance Agreement is connected with external Quality Assurance obligations and that it is reviewed at regular intervals		
Staff Involved: Tutors, Project Staff, Project Worker, Education Committee, Treo Board		

Method(s) used to carry out this procedure	**By Whom**	**Evidence generated by this procedure**
Reviewing and monitoring the effectiveness of the Quality Assurance procedures Review of Feedback sheets by IV Regular monitoring and reporting of QQI QA guidelines by IV to Education Committee Monitoring Attendance & Completion rates among learners by IV Examination of IV and EA reports by Education Committee Training Review Report completed on findings Education Committee review QA regularly Treo board receives reports from Education Committee Education Committee tasks IV and relevant staff member with ensuring necessary changes Education Committee monitors change	Tutor Project Worker as IV EA Staff Education Committee Treo Board	Review Report and Evidence of updates Learner Feedback Sheets Tutor Feedback Sheets IV reports EA reports Education Committee Minutes Treo Board minutes Training Review Report

Appendix 1

Treo Portlairge CLG Governance Committee - Terms of Reference

Governance

Governance comprises the cohesive policies, guidance, processes and decision rights and is essential for safe and effective management.

Purpose

The purpose of the Governance Committee is to ensure that there is a robust and effective process for evaluating the performance of the Board, Board Committees and individual directors and to ensure that the board fulfils its legal, ethical, and functional responsibilities.

Responsibilities

The Governance Committee is responsible for advising the Board on effective governance of the organisation through:

- Developing and reviewing governance policies and procedures
- Recruiting suitable board members
- Providing induction and training programs for board members
- Regularly reviewing the performance of the board as a whole and evaluating the contribution of individual members

Aims and objectives

- To maintain a governance framework for Treo organisation
- To ensure that Treo meets its ongoing legal requirements
- To prepare and oversee the preparation of related policies and documentation that provide a framework to support Treo in its work
- To ensure that the policies and policy documents provide clarity, accountability and allow Treo to operate in an efficient and effective manner
- To support the CEO in his/her role including annual performance review and the delivery of board-approved annual goals & objectives

General Board Policy Development

The Governance Committee will ensure that policies are created and periodically reviewed which define:

- The roles and responsibilities of the board
- Duties and responsibilities of directors and officers
- Conflict of interest procedures
- Procedures for nomination, selection, and removal of directors

The Committee will also:

- Monitor developments in corporate governance generally

- Make recommendations to the Board on any changes to governance practices that the Committee regards as necessary or desirable
- Ensure that the board is operating in complia
- nce with legal requirements
- Ensure that the number of board members does not fall below the number required by the constitution
- Members appointed to the board understand and agree with the mission of the organisation and the code of conduct
- Members appointed to the board understand and agree to the time commitment and participation requirements of board membership
- Elections and appointments to the board comply with the constitution and other legal requirements
- Ensure that there are effective induction and mentoring processes for board members in order to develop their skills as board members
- Responsible for arranging the annual board review/ performance assessment
- Conduct formal risk assessment and make recommendations to the board on an annual basis
- Ensure there are appropriate risk management and risk avoidance measures in place

Membership, Appointment and Meeting Arrangements of Committee

- The group will consist of two (2) members of the board plus the CEO.
- A board member will chair this sub-group.
- The membership term will be two years which will serve to build capacity and knowledge within the organisation
- A person from within the sub-group will be responsible for the preparation and distribution of the agenda, papers, minutes and reports in consultation with the chairperson of the group
- Meetings will take place as required and will be scheduled to coordinate with board meetings
- The time and location of meetings will be decided by the group members
- The group may require other parties to attend its meetings such as an external professional / consultant / business advisor as deemed appropriate by the group
- Quorum for each meeting is three
- In the event of a tie on a matter for a vote, the chairperson will have the deciding vote

Method of Operation

- The group will report to the Board
- The group will prioritise the order in which the policy documents are to be completed

- The group will receive administrative support from the staff as required
- A person from within the sub-group will be responsible for the preparation and distribution of the agenda, papers, minutes and reports in consultation with the chairperson of the group
- Meeting Agenda for the group with notes of previous meeting and any additional information relevant to that meeting will be circulated no less than five working days in advance of the meeting by the administrator / recorder

Resources

- The board of the company will provide sufficient resources to enable the committee to perform its functions satisfactorily.

Reporting Relationships

- The committee will report to the board on the outcome of its meetings and, following each meeting, forward a copy of the minutes to the Company Secretary
- The board will review the performance of the committee on an annual basis

Appendix 2

Treo Port Lairge CLG Staffing Committee (SC)
Terms of Reference

Purpose

The purpose of Treo's Staffing Committee is to ensure that employment legislation is complied, that Treo's Staffing needs are met, that all employee related issues are dealt with as they arise ad that staff are supported in their work.

Term

This Committee of Treo will continue to operate until December 2022.

Membership

Four of Treo's board members including Treo's Chair, along with the CEO will comprise membership.

1   Roles & Responsibilities

A) To comply with Current Employment legislation.

B) Recruitment and selection of staff

C) Treo Staffing needs are met

D) To ensure that there is adequate staff to undertake the work and meet the needs of the organisation

E) Ensuring continued relevance of Staff contractual terms and conditions

F) Staff are managed, supported and supervised

G) Dealing with Staff welfare issues as they arise

H) Ensure continuing professional development of all staff

I) Ensure adherence to relevant policies and guidelines i.e. Staff Handbook, Health & Safety Policy

Members of this subgroup will commit to:

- Attending all scheduled Sub group meetings.
- Making timely decisions and taking action so as not to hold up Treo business
- Notify members of the SC as soon as practical, if any matter arises which may be deemed to affect the development of the SC.

Members of this subgroup can expect:

- That each member will be provided with complete, accurate and meaningful information in a timely manner
- To be given reasonable time to make key decisions
- Decisions taken will be ratified by Treo's board of management.
- To be alerted to potential risks and issues that could impact the organisation, as they arise
- Open and honest discussions, without resort to any misleading assertions
- Ongoing "Health Checks" to verify the overall status and "health" of the subgroup

Meetings

All meetings will be chaired by Treo's Chair

A meeting quorum will be 3 members of the Committee

Decisions will be made by consensus (i.e. members are satisfied with the decision even though it may not be their first choice). If not possible, the Sub group chair makes the final decision

Meeting agendas and minutes will be provided by CEO, this includes:

- Preparing agendas and supporting papers
- Preparing meeting notes and information

Meetings will be held twice yearly in Treo, Waterford city and convened as needs arise

If required, SC meetings will be arranged outside of these times at a convenient to members.

Amendment, Modification or Variation

This Terms of Reference may be amended, varied or modified in writing after consultation and agreement from Treo's board.

Appendix 3

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Treo Port Lairge CLG Education Committee
Terms of Reference

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Purpose

To provide advice and make recommendations to the board on education matters within the centre. In relation to a) Education and Training Standards. b) Standards for tutors and facilitators. c) Assessment of Learners. d) Monitoring of compliance of the QQI Quality Assurance

Aim and Objectives

- To assist with ensuring that the education and training needs of Treo Participants are met.
- To advise on any matters relevant to education and training.
- To ensure that the assessment process is carried out in line with the QA
- To assist and ensure that monitoring and reviews are carried out in compliance with our QA and to sign off on same.
- To ensure that fair and consistent standards are set in consultation and in agreement with the Education and Training Board (ETB)
- To act as the Result Approval Panel for QQI assessment.

Membership

The Committee will initially be composed of 4 members.

1. Treo Port Lairge CLG LTI Coordinator
2. Treo Port Lairge CLG Project Worker
3. Independent Adult Educator
4. Manager of Waterford Youth Training and Education Centre

The Education Committee will be chaired by a member of the Board of Management.

Only members of the Committee will be invited to attend the committee. No substitute members will be allowed. Other people, from time to time, as agreed by the Committee chairperson/or Treo's board may be invited to attend a specific meeting. No direct remuneration will be paid to Committee members.

Meeting arrangements

Frequency of meetings: The Committee shall meet four times per year and as determined by the Chair of the Committee.

Agenda: The agenda will be circulated by Treo Port Lairge CLG's Project Worker to Committee members not less than 5 days in advance of the meeting, following agreement with the Chairperson.

Reporting

The Committee will report to the Board of Management via its Chair at each Board meeting.

Governance

1. The Chair of the Committee will be responsible for ensuring all matters of Conflict of Interest are documented and managed appropriately. As a mandatory requirement for membership, all members must complete and maintain a Conflict of Interest Declaration.

2. Any issues of conflict or uncertainty about the operation of the Committee will be resolved by the Board.

3. The Board has the right to alter the operation of the committee and can, at its discretion, disband or reconstitute the Committee.

4. Committee members will ensure that they maintain the confidentiality of all information pertaining to Education and Standards.

Review

The terms of reference will be reviewed yearly or as recommended by the Board of Management. Recommendations to modify the terms of reference will require approval of the Board of Management.

Appendix 4

Treo Port Lairge CLG Finance Committee
Terms of Reference

Structure & Proceedings

The Finance Committee (FC) is constituted according to the Constitution. The Directors may delegate any of its powers to this Committee consisting of such member or members of the Directors and such other persons as they think fit, and any Committee so formed shall, in the exercise of the powers so delegated, conform to any regulations imposed on it by the Directors.

1. The FC will consist of four (4) committee members of which two will be board members appointed by the Board; one being the CEO and the other being the Financial Administrator. At least one board member should have experience in managing finance matters in an organisation of comparable size

2. The Board, at its discretion, may increase or reduce the number of committee members of the FC

3. The FC may avail of the expertise of an individual external to the organisation, with such skills and experience as would be appropriate to serving on the FC. Any costs with for such expertise to be approved by the board

4. The Board will appoint the chairperson of the FC for a term of office approved by the Board. The chairperson will be the Treasurer unless decreed otherwise by the Board

5. The quorum for meetings of the FC will be (2) two ideally mixed between staff and board members.

6. Questions arising at any meeting shall be determined by a majority of votes of the members of the committee present, and when there is an equality of votes, the chairperson of the meeting shall have a second or casting vote.

7. The FC shall cause minutes to be entered in books kept for the purpose of recording the names of the members present at each meeting and of all resolutions and proceedings at all meetings.

8. In the case where a member of the FC has, or may be perceived to have, a beneficial interest in a decision of the FC, the company's Conflict of Interest Policy will determine a course of action, with the resulting action / decision noted in the minutes

9. If at any meeting the chairperson is not present within 15 minutes after the time appointed for holding it, the members present may choose one of their members to be chairperson of the meeting.

10. Members of the FC are expected to discharge their duties and make their decisions in an independent non-biased manner and not represent a particular geographical area, civic sector or the interests of any other connected organisation

11. Meetings should where possible be bi-monthly and normally precede the Board meeting (Monday afternoon preceding board meeting) to which it will report on its activities and make any appropriate recommendations

12. No changes to the Terms of Reference of the FC can be made without Board approval.

13. If there is uncertainty around the handling of any financial transactions, the sub-committee is empowered to defer to the organisation's accountant for clarity and direction.

14. Decisions of this subcommittee will be ratified by the board.

Responsibilities

The main responsibilities of the Finance Committee are to:

15. Plan, direct and implement any plan of action agreed by the Board of Directors (the Board) and will ensure that any variation to this plan is notified, as required, in writing to all funders

16. Monitor and review the accuracy of the financial statements of the organisation while ensuring that expenditure and income are in line with projections

17. Monitor and review the effectiveness of the organisation's Financial Policy & Procedures

18. Monitor and review the effectiveness of the external audit process

19. Ensure adequate individual Cash flow for each organisation function

20. Assess issues of risk and implement appropriate safeguards

21. Approve the terms of engagement of the external auditor.

22. Make recommendations to the board about the appointment, pay and conditions of the external auditor

23. Monitor and review arrangements by which staff of the organisation may, in confidence, raise concerns about possible improprieties in matters of financial reporting or other matters i.e. cash transactions

24. Recommend (in consultation with Staff Committee) pay rates / pay scales to the board for existing employees and the hiring of new employees, either part time of full time

25. Ensure that all contractors engaged are tax compliant and a tax clearance certificate together with an insurance certificate must be secured from each contractor before any contract is awarded

26. Ensure all financial reports for funders are completed and provided as required

27. Approve payments / transactions / liabilities in excess of €500

28. Approve all changes to the bank mandate

29. Approve the opening and closing of all bank and/or credit union accounts

30. Ensure that passwords for financial systems are only issued to authorised users and that the required passwords to relevant financial systems are stored securely and updated every 90 days.

31. Undertake quarterly reviews of Apportionment Policy

32. Examine and agree each Funding Application before sign off

Treo Port Láirge CLG – Renew Committee
Terms of Reference

Purpose

To provide expert advice, support and guidance to Renew Social Enterprise and make recommendations which further the development of the Renew enterprise model

Objectives:

The Committee will work collectively to:

- Assist Treo CEO and Renew Manager to develop and implement relevant and achievable strategic plans for Renew Enterprises
- Actively promote both Renew Enterprises and the overall social enterprise models as a means of raising awareness and supporting employment opportunities for Renew staff and Treo participants
- Advise on best practice models for enterprise development
- Support the participation in and development of relevant courses, programmes and learning opportunities for enterprise development and employment progression
- Provide guidance supports to the Renew Manager and Treo CEO
- Act as a forum for discussion, planning and development initiatives
- Support the evaluation and review of the business practice and social impacts of Renew Enterprises

Principles of Operation

The Committee will be guided by the following values in carrying out its work:

- The committee will abide by community development principles in the way it conducts its business, i.e. participation, inclusion, equality, advocates for social change and social justice
- Is focused on the development, educational and employment progression needs of the participants being at the centre of planning and development of recommendations
- Promotes ethical enterprise practice
- Actively supports partnership approaches with relevant statutory, community and business organisations
- Encourages innovation and creative approaches

- Ensures enterprise guidance is aligned to the overarching aims and objectives of Treo Port Láirge CLG
- Is aware of and incorporates relevant national, regional and local strategic plans and policies

Board of Management of Treo Port Lairge
COMPANY LIMITED BY GUARANTEE & REGISTERED CHARITY
SEVEN DIRECTORS & THREE BOARD MEMBERS

RENEW Advisory Group
Sean Darcy – Chair & Director
Pat Burke – Board Member
Kate Dunphy – Renew Manager
Danny Murphy – Asst Manager
Linda Murohy – Accounts Asst
Ken Sauvage - CEO

Charity Governance Committee
John Devlin – Chair & Board Member
Pat Burke – Board Member
Danny Murphy – Assistant Manager

Education Committee
Dr Patricia Bowe – Chair & Director
Matt Doran – Independent Contributor
Nicola Kelleher – LTI Coordinator
Sinéad Bartosik – Project Worker – Internal Authenticator

Finance Committee
Aidan McCartthy – Chair & Director & Treo Treasurer
Dr. Patricia Bowe – Director
Ken Sauvage – CEO
Linda Murphy – Accounts Assistant
Catherine Flavin - Administrator

Staffing Committee
Ned Hogan – Chair & Director & Treo Chair
Sinéad Donohue – Director & Treo Vice Chair
Áine Walsh – Director & Treo Secretary
John Devlin - Board Member
Ken Sauvage - CEO

Treo CEO

Treo Assistant Manager

Treo Project in Waterford City since 2000. Working with people aged from 16 years of age with criminal convictions.
Four F/T staff – CEO, Outreach Worker as Asst Manager ,Project Worker(QQI Coordinator), Workshop Coordinator.
Two P/T staff - Accounts Assit / Administrator, one volunteer and one P/T counsellor / sessional tutors recruited as needed.

Treo Special Rehabilitative Community Employment Scheme in Dungarvan since 2015. Work with stabilised drug users aged 18-35.
One F/T Supervisor and one F/T Assistant.

Treo Local Training Initiative since 2016. Working with people aged 16-23. Staffed by one F/T Coordinator and supported by four tutors to cover following; Maths, Communications, Art, Career Prep, IT, Health related fitness, Personal Effectiveness, Work Experience module.

Outreach and Engagement Service for West Waterford. Supporting 16–24 year old disengaged people on their individual education, training and employment options and choices. One F/T staff.

RENEW Social Enterprise One F/T Manager, five F/T Operatives and 1 P/T tutor covering Four Stroke Engine Programmes. Trading products and services and delivering courses.