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**Local Authority Services National
Training Group (LASNTG)**

**Provider Quality Report
Date: February 2025**

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Provider Quality Report

Introduction

This report provides a detailed update on developments since the Local Authority Services National Training Group's successful QA approval (Reengagement or Initial Access to Validation). It is intended to give a focus and purpose to the structures and systems put in place through that process.

The main functions of provider's quality assurance systems are to:

- assure the integrity of processes such as programme development and assessment, so that awards made to learners are consistent with the award standards.
- monitor the quality of programmes, primarily through the experience of learners and the feedback from independent evaluation
- solidify and disseminate good practice
- address any issues arising which impact on quality.

The purpose of QA Approval was to ensure that each provider has the appropriate quality assurance system and structures to carry out and oversee these functions.

The purpose of this inaugural report is to identify / describe / supply as appropriate:

- Progress in relation to specific advice, if any, given by the QA Approval panel in its report. (Ref 1.1 below)
- Quality initiatives carried out or planned which are in addition to advice given in the report. (Ref 1.2 and 1.3 below)
- Activity by the governance committee(s) established in preparation for the QA Approval process. (Ref 2.1 to 2.3 below)
- Issues, positive and/or negative, identified by learners as part of the learner feedback processes. (Ref 3.1 below)
- Issues, positive and/or negative, identified by internal verifiers and external authenticators as part of the quality assurance of assessment processes. (Ref 3.2 below)
- Recommendations of Academic Council / Quality Committee following its review of statistical and other reports supplied by QQI in October 2023. (Ref 3.3 below)
- Issues pertaining to Academic Integrity and Award Standards as evidenced through assessment. (Ref 3.3 and 3.4 below)
- Quantitative data on validated programmes delivered over a 12-month period. (Ref 4.1 below and spreadsheet attached)
- Relevant CPD taken by staff members. (Ref 5.1 below)

This is the Provider Quality Report for Local Authority Services National Training Group

It is to be submitted by **05th March 2025**.

URL of published QA procedures: <https://lasntg.ie/quality-assurance/>

The report has been approved by the Chairperson of the **LASNTG Monitoring Evaluation Committee** will be brought before the MEC on the 25th of March.

Signed

A handwritten signature in black ink that reads "Ned Gleeson". The signature is written in a cursive style and is positioned above a horizontal line.

Chairperson

1.0 Enhancements of QA System

1.1 Update on implementation of conditions and / or specific advice set out in the QA Approval Panel Report

Please provide an update on the status of implementation of outstanding conditions, if any, and / or specific advice set out in the QA approval panel report i.e. completed, in process, not started. For those completed, briefly describe actions taken.

Add rows as necessary and please delete guide text before submission.

Relevant Core QA Guideline	Condition / Specific Advice from Panel Report	Action(s) Taken	Planned / Actual Completion Date
Governance and Management of Quality	LASNTG's documented QA could be further developed to more readily facilitate evaluation on the basis of QQI's guidelines	LASNTG have worked to align its QA Manual with QQI's guidelines. Inclusion of Terms of Reference for committees with the Governance and Management chapter	Completion Q1 2022
	Contextually appropriate measures for staff development in relation to pedagogic skills needs to be further documented within the QA.	Training needs identified yearly as part of Local Authority performance development planning	Completed / Ongoing
	Continue in its efforts to expand its use of virtual learning environment (Moodle) to augment learners face to face experience.	A mix courses are via Moodle depending on the requirements of the course.	Ongoing
	Work to develop understanding within the organisation of how terms like Collaborative Provision, Independent Learning, Blended Learning and Work-	Annual Quality day is up and going since 2022, engaging with all elements of Quality with LASNTG.	Ongoing

	based Learning are defined within the current guidelines.		
	LASNTG should undertake an Annual due diligence exercise encompassing academic, quality, budgetary and marketing dimensions of programme delivery with regard to the collaborative partnership between LASNTG and the RTC's.	Annual reporting to Monitoring Evaluation Committee, Academic Board, LASNTG in place. The RTC's and LASNTG report to the LASNTG and host Local Authorities on all budgetary matters and delivery and marketing of all courses.	In Progress
	Integrate a mechanism into learner procedures to safeguard the anonymity of learners.	Local Authority GDPR structures in place	On going
<p><i>Commentary and Reflections (what have you learned, if anything, from addressing the advice given by the QA Approval panel at the meeting and in the panel report)</i></p>			
2		LASNTG has enhanced its quality assurance, enabling the development of new courses, enhancing support for green and IT skills and developing new information and communications technology for its curricula.	

1.2 Update on Other Quality Initiatives

Please provide an update on any other initiatives, not prompted by advice given by the QA approval panel, intended to enhance quality of programmes and services.

Add rows as necessary and please delete guide text before submission.

No.	Quality Initiative	Issue being addressed by this initiative	Update on Status Provide brief update on status, whether completed or in progress.	Reference to updated/new policy or procedure
1	Online Booking System (OBS)	Enhancing coordination between LASNTG, RTC'S and Trainers on the delivery of courses.	Booking system operational	
2	LASNTG Strategic Plan 2025-2030	Future proofing the delivery of Local Authority Training and enhancing a resilient and agile organisation delivering responsive, transparent, and effective services.	Completed	
3	Learner Management System (LMS)	LASNTG are in the process of trailing an LMS system for roll out across its suite of training courses	In progress	
<p>Commentary and Reflections (<i>comment on the effectiveness to date of any quality initiatives completed</i>)</p> <p>LASNTG'S OBS is operation since the 4th quarter 2024. LASNTG have simpler administrative control over the delivery of training. Course specifications and information are managed, updated, in addition of new courses specifications and grant/payment sources are available.</p>				

1.3 What has Worked / Not Worked

Give a brief overview of what you feel has *worked well* arising from your new quality assurance systems

QQI's Core Statutory Assurance Guidelines have enhanced the already the existing processes within LASNTG's structure, refining and clarifying its governance and management of quality through the establishment of an Academic Board, clarifying the role of the Academic Board in conjunction with the Monitoring

and Evaluation Committee. A documented approach to quality assurance was further developed to ensure all learners had access to all relevant policies and procedure on LASNTG’s website. Engagement with QQI has helped LASNTG take the next steps required to create a more dynamic qualifications system leading to the creation of an OBS etc.

Give a brief overview of what you feel has *not worked* in your new quality assurance system and which you may discontinue
 The impressions and perceptions of QA delivery to betterment of the Learner needs to be considered, Feedback form revision is required so the QA system can be improved. Performative data should be perceived as informative identifying opportunities for improvement in the QA process.

2.0 Academic Governance Committee Activity

(e.g., Academic Council, Quality Committee or equivalent, hereafter called academic governance committee)

2.1 Mission

What is the mission of the academic governance committee? If it doesn’t have a formal mission, please supply its terms of reference.

Establish procedures to ensure ongoing quality assurance across the Regional Training Centre network and the LASNTG office
Establish procedures for internal monitoring and evaluation of Programmes
Examine Programmes within the context of requirements of QQI Certification and recommend areas for improvement
Examine, and make recommendations, on feedback received by LASNTG
Monitor and evaluate the activities set out under ‘Responsibilities’ in these terms of reference

2.2 Number of meetings and attendance

How many times has the academic governance committee met since establishment?

Date of establishment	20/05/2021	Total number of meetings to date	11
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Meeting Date	Number of Committee Members in attendance (e.g. X attended out of X total members)
20/05/2021	11 out of 13
16/09/2021	11 out of 13

16/12/2021	11 out of 13
13/04/2022	7 out of 12
06/09/2022	9 out of 13
13/12/2022	8 out of 13
11/04/2023	9 out of 14
12/09/2023	8 out of 14
13/11/2023	11 out of 14
09/04/2024	11 out of 15
17/10/2024	7 out of 13

2.3 Agenda for Academic Governance Oversight Meetings

Does the academic governance committee have a standing agenda? If so, please include the items here.

Standing Agenda Items
1. Minutes from Previous Meeting
2. RAP report
3. Training Group updates
4. Monitoring Implementation Plans
5. Quality Assurance
6. Courseware Committee and Academic Board
7. Procurement
8. Equality and Diversity
9. GDPR
10. Quality Report
11. AOB

3.0 Feedback Received, Issues Identified and Actions Taken

3.1 Summary of Feedback from Learners

What were the primary themes emerging from learner feedback, both positive and negative. What actions have been taken in response?

No.	Primary Themes emerging from Learner Feedback in last 12 months	Programme Area(s)	Summary of Actions Taken as a Result
1	Trainers excellent	Fire Courses	Trainers are experts in their field. Ongoing communication with trainers course ware developers to assure a quality service.
2	Timelines on results	All Courses	Learners feel that it's a long time to get a QQI cert, (Within QQI timeframes)
3	More emphasis on features of a course	Varies on courses	Training Groups review courses and the requirements of what Local Authority needs

<p>Confirm date(s) that academic governance committee received summaries of learner feedback for consideration.</p>	<p>13/04/2022, 06/09/2022, 13/12/2022, 11/04/2023 12/09/2023, 13/11/2023, 09/04/2024, 17/10/2024</p>
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3.2 Summary of Issues Identified through QA Activities

No.	Summary of Issues Identified in IV/ EA / RAP / Monitoring Reports	Summary of Actions Taken as a Result
1	Course back log in IV at RTC level	Resource issue at RTC level identified, emphasis put on clearing out backlog
2	RAP identified a lot of minor corrections are being made at IV level	LASNTG is reviewing its process
3		

<p>Confirm date(s) that academic governance committee reviewed Internal Verifier (IV), External Authenticator (EA) or other internal monitoring reports .</p>	<p>13/04/2022, 06/09/2022, 13/12/2022, 11/04/2023 12/09/2023, 13/11/2023, 09/04/2024, 17/10/2024</p>
<p>List actions taken, if any, following direction from academic governance committee arising from review of these reports</p>	<p>Process realigned so that it became form efficient.</p>

3.3 Summary of Issues identified through review of activity reports

Having reviewed the statistical reports supplied by QQI on programme validation, certification activity and grades distribution benchmarks, has the academic governance committee identified any issues arising and / or actions required?

No.	Summary of Issues Identified	Summary of Actions Required as a Result
1		
2		

3.4 Summary of Issues – Academic Integrity and Award Standards

Academic Integrity

Has the academic governance committee received data on cases of academic misconduct / cheating or been made aware of any risks to the integrity of QQI awards and, if so, what were the main issues arising? What actions have been taken in response?

No.	Summary of Issues Identified	Summary of Actions Required as a Result
1		
2		

Awards Standards as evidenced through assessment

Has the academic governance committee received reports on maintenance of QQI award standards and, if so, what were the main issues arising? What actions have been taken in response?

No.	Summary of Issues Identified	Summary of Actions Required as a Result
1		
2		

4.0 Information on Validated Programmes

4.1 Programme Metrics

Using the attached spreadsheet listing all your validated programmes, please supply the following data per programme delivered during period January to December of the last full year:

- a. Number of courses offered¹ 64
- b. Total number of learners enrolled ²on all courses. 687
- c. Total number of learners who completed their course³. 633
- d. Total number of learners who did not complete the course.⁴ 54
- e. Total number of learners who achieved a QQI award.⁵ 633

4.2 Validated programmes for withdrawal

Using the attached spreadsheet listing all your validated programmes, please identify any programme which you no longer wish to have validated by QQI. Note that validated programmes you retain will be expected to be submitted for fresh validation in due course.

¹ **Courses:** Instances of a validated programme started in the period.

² **Enrolled:** A learner is enrolled on the course if they register and attend at least 25% of the directed learning sessions on the course.

³ **Completion:** A learner who completes the course has attended 75% of the directed learning sessions on the course.

⁴ **Non-Completion:** this is the number of enrolled learners who, for whatever reason, did not complete the course i.e. attended at least 25% but less than 75% of directed learning sessions.

⁵ **Certification:** The QQI award achieved may be of any class i.e. major, minor(s) or special purpose.

5.0 Continuing Professional Development (CPD)

5.1 CPD opportunities availed of

Please provide details on the CPD opportunities availed of by your staff and tutors over the past 12 months. Include details on the name of the event(s) / programme(s) attended and the roles who attended each.

No.	Name of event / programme	Date attended	Attended by (role)
1	Online briefing held for Trainers regarding updated and new Training Programmes in the area of Road Opening and Reinstatement	06/02/2025	Training Providers
2	UE/RTC/LASNTG briefed a new Training Provider for QQI Level 5 WTP/WWTP Training	November 2024	Training Providers