Cater Care

Quality Assurance Manual

24th July 2023

Cater Care Limited
Quality Assurance
Policies and Procedures
QQI awarded training.

Table of Contents

Foreword

Cater Care Limited Quality Assurance Policy and Procedure Manual documents the policies and procedures against which all QQI certified programmes are delivered. The QA Manual addresses the policy and procedure areas, as laid down by the Qualifications and Quality Assurance (Education and Training) Act (2012) and QQI guidelines for provider registration status. Our existing Quality Assurance standard (ISO 9001) provided a valuable basis for the development of this QA Manual. Included with the manual are all the supporting monitoring documents for each policy area, which will allow Cater Care Limited to verify its Quality Assurance System.

Cater Care Limited trainers shall at all times maintain the highest ethical standards in all matters that relate to a Learners business and shall act solely in the Learners' best interests.

All Cater Care Limited Trainers will adhere to the following:

1. Provide the best possible service to their Learner
2. Maintain full confidentiality concerning their Learners' business
3. Provide complete impartiality and objectivity in all aspects of their advice and support to their Learners
4. Carry out their work in a professional manner that inspires the respect, trust and confidence of their Learners
5. Provide training relevant to the Food Industry and job market
6. Conduct comprehensive two way communications with all stakeholders
7. On-going review and regular self-evaluation of programmes and services to learner
8. Maintain a safe and learner centred training environment
9. Comply with all relevant legislative and regulatory requirements

Mission Statement

"To be the number one provider of Quality Training Interventions to the Food Sector"

Profile

Cater Care Limited was established in 1998 by Bríd Fox. Following her untimely passing, Sinead Fox is now Managing Director and Head of Centre, at Cater Care Limited. The Cater Care team provide training and consultancy within the catering and food sector. The head office is located in Co. Offaly and offers programmes in specified locations throughout the country and also as eLearning, via zoom meetings. Cater Care Limited trainers are also licensed trainers with the Environmental Health Association of Ireland and the National Hygiene Partnership. Cater Care Limited is dedicated to the design, development and delivery of training programmes, leading to QQI minor awards. The objective of Cater Care Limited is to equip successful learners with the practical and academic skills necessary to participate in sustainable, fulltime and rewarding employment within the food business

Quality Policy

Cater Care Limited is a learner centred organisation which recognises the importance of quality and quality assurance, through the active participation of all stakeholders, tutors, learners and accrediting agencies. Cater Care Limited has developed policies for each area that is required to be Quality Assured by QQI for the benefit of the learner. The management of the organisation have defined, documented and approved a quality assurance system. To provide Learners **with confidence** the Quality Policy:

1. Is appropriate to the purpose of the organisation and the needs of the learners.
2. Includes a commitment to meeting requirements of the learners and to continual improvement of programme development, delivery and review.
3. Provides a framework for establishing and reviewing quality objectives
4. Is communicated and understood at appropriate levels in the organisation by all stake holders.
5. Is reviewed for continued suitability.

Key Points of Quality Assurance for Cater Care Limited

- All trainers will be appropriately qualified and have relevant industry experience
- All our team will be available to provide support to learners
- Cater Care Limited will seek to listen to all stakeholders and act on feedback
- Cater Care Limited is committed to honesty, openness and transparency

This Quality Policy is implemented throughout the organisation, is monitored on an annual basis and updated when necessary.

Organisation Chart

Board of Directors

Head of Centre
Sinéad Fox,
Managing Director

Financial Controller
Anne Gardiner

Administration Internal Verifier
Mary Hogan

Lead Tutor
Sinéad Fox

Learners

Programme Approval Panel

Self-evaluation Panel

Results Approval Panel

External Evaluator

External Authenticator

QMS Review Group
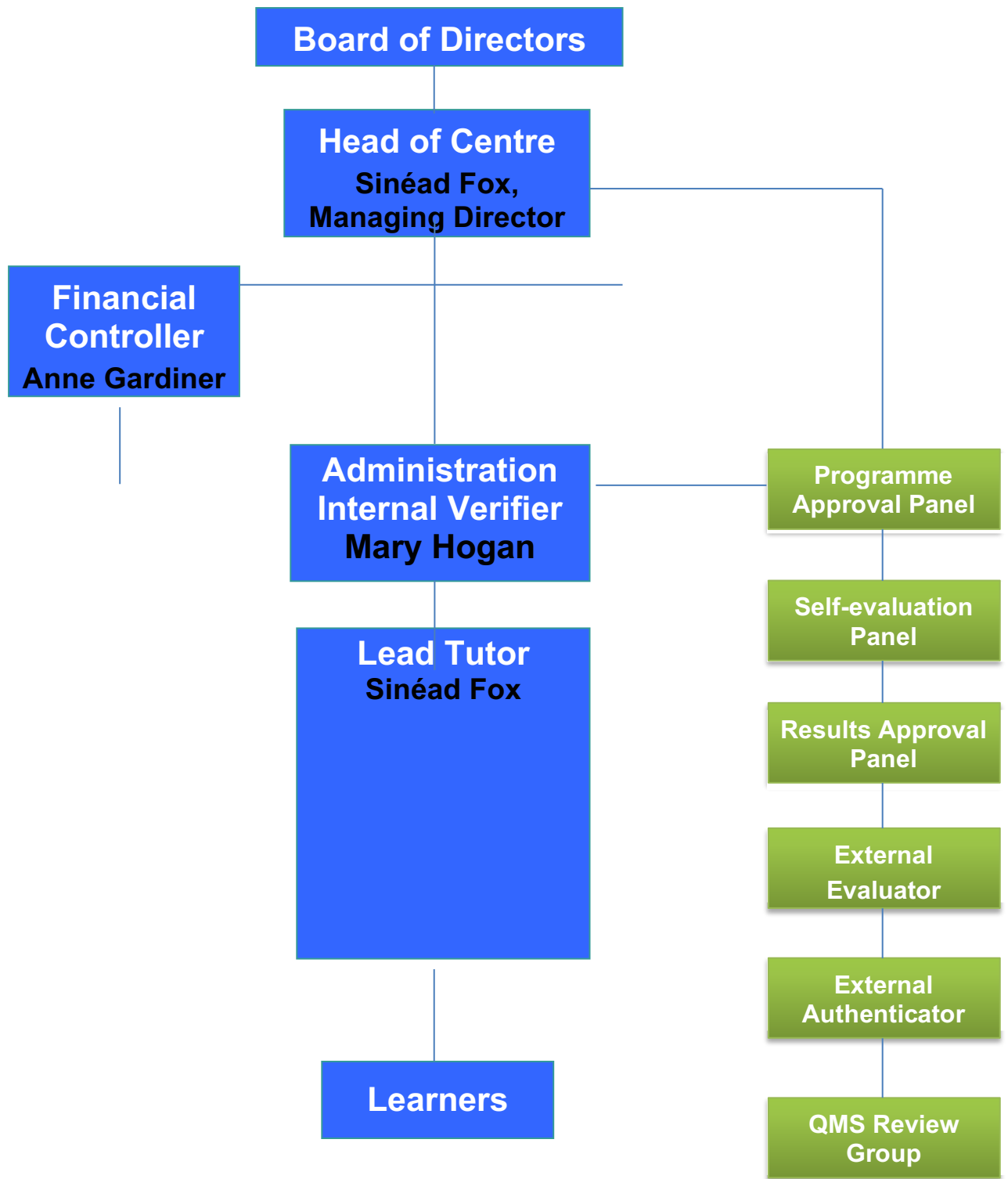
Reference Appendix A

Revision Control

Page	Item		Author	Version	Approved By	Date (Revised)
1	**Foreword**		Bríd Fox	2	Sinead Fox	Feb. 2021
2	**Mission Statement**		Bríd Fox	2	Sinead Fox	Feb. 2021
2	**Profile**		Bríd Fox	2	Sinead Fox	Feb. 2021
3	**Quality Policy**		Bríd Fox	2	Sinead Fox	Feb. 2021
4	**Organisational Chart**		Bríd Fox	3	Sinead Fox	Feb. 2021

P	Policy Area	P	Procedure	Author	Version	Approved By	Date (Revised)
1	**Governance**	**1.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		1.1	Selection of Panels	Bríd Fox	2	Sinead Fox	Feb. 2021
2	**Quality Management**	**2.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		2.1	Management Responsibility	Bríd Fox	2	Sinead Fox	Feb. 2021
		2.2	Designated Responsibility	Bríd Fox	2	Sinead Fox	Feb. 2021
		2.3	Information Management	Bríd Fox	2	Sinead Fox	Feb. 2021
3	**Staff Recruitment and Development**	**3.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		3.1	Staff Recruitment	Bríd Fox	2	Sinead Fox	Feb. 2021
		3.2	Communication with Staff	Bríd Fox	3	Sinead Fox	Feb. 2021
		3.3	Staff Development	Bríd Fox	2	Sinead Fox	Feb. 2021
4	**Teaching and Learning**	**4.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		4.1	Staff Feedback	Bríd Fox	3	Sinead Fox	Feb. 2021
		4.2	Learner Feedback	Bríd Fox	3	Sinead Fox	Feb. 2021
		4.3	Other Feedback	Bríd Fox	2	Sinead Fox	Feb. 2021
		4.4	Learning Resources	Bríd Fox	2	Sinead Fox	Feb. 2021
5	**Access, Transfer and Progression**	**5.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		5.1	**Access**		2	Sinead Fox	Feb. 2021
		5.1.1	Information for Learners	Bríd Fox	2	Sinead Fox	Feb. 2021
		5.1.2	Learner Entry Requirements	Bríd Fox	2	Sinead Fox	Feb. 2021
		5.1.3	Recognition of Prior Learning	Bríd Fox	2	Sinead Fox	Feb. 2021
		5.1.4	Facilitating Diversity	Bríd Fox	2	Sinead Fox	Feb. 2021
		5.2	Transfer and Progression	Bríd Fox	2	Sinead Fox	Feb. 2021
6	**Programme Development, Delivery and Review**	**6.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		6.1	**Programme Development and Approval**		2	Sinead Fox	Feb. 2021
		6.1.1	Need Identification	Bríd Fox	2	Sinead Fox	Feb. 2021
		6.1.2	Programme Design	Bríd Fox	2	Sinead Fox	Feb. 2021
		6.1.3	Provision and Maintenance of Learning Facilities/Resources	Bríd Fox	2	Sinead Fox	Feb. 2021

		6.1.4	Programme Approval	Bríd Fox	2	Sinead Fox	Feb. 2021
		6.2	Programme Delivery	Bríd Fox	2	Sinead Fox	Feb. 2021
		6.3	Learner Records	Bríd Fox	2	Sinead Fox	Feb. 2021
		6.4	Selection of Premises	Bríd Fox	2	Sinead Fox	Feb. 2021
		6.5	Programme Review	Bríd Fox	2	Sinead Fox	Feb. 2021
7	**Fair and Consistent Assessment of Learners**	**7.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.1	Information to Learners	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.2	Coordinated Planning of Assessment	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.3	Security of Assessment related Processes and Material	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.4	Reasonable Accommodation	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.5	Consistency of marking between Assessors	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.6	Workplace Assessment	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.7	Assessment of Distance /elearning based Programmes	Bríd Fox	1	Sinead Fox	Feb. 2021
		7.8	Internal Verification	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.9	External Authentication	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.10	Results Approval	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.11	Feedback to learners	Bríd Fox	2	Sinead Fox	Feb. 2021
		7.12	Learner Appeals	Bríd Fox	2	Sinead Fox	Feb. 2021
8	**Protection for Enrolled Learners**	**8.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		8.1	Protection of Enrolled Learners	Bríd Fox	2	Sinead Fox	Feb. 2021
9	**Collaborative Provision**	**9.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		9.1	Contract Arrangements	Bríd Fox	2	Sinead Fox	Feb. 2021
		9.2	Reporting Arrangements	Bríd Fox	2	Sinead Fox	Feb. 2021
10	**Self-Evaluation and Improvement of programmes and Services**	**10.0**	**Policy Statement**	Bríd Fox	2	Sinead Fox	Feb. 2021
		10.1	Assignment of Responsibility	Bríd Fox	2	Sinead Fox	Feb. 2021
		10.2	Selection of External Evaluator	Bríd Fox	2	Sinead Fox	Feb. 2021
		10.3	Learner Involvement	Bríd Fox	2	Sinead Fox	Feb. 2021
		10.4	Management and Staff Involvement	Bríd Fox	3	Sinead Fox	Feb. 2021
		10.5	Frequency of Evaluation	Bríd Fox	2	Sinead Fox	Feb. 2021
		10.6	Reporting	Bríd Fox	2	Sinead Fox	Feb. 2021

P1 Governance

P1.0 Policy Statement

The system of governance within Cater Care Limited is central to the implementation of its quality assurance system. The company through its governance procedures, for all programmes, will ensure the separation of responsibilities between those who produce and develop material for programmes and those who approve the material. This system will help the programme to deliver its objectives and provide monitoring and control during programme delivery. It will also ensure that programme content is assessed and identify corrective action and change where necessary. Good governance ensures that the company will run responsibly, efficiently and effectively.

The Governance structure will include a:

- Board of Directors – To oversee all panels and provide direction and strategic planning
- Programme Approval Panel – To approve draft programmes prior to submission for validation etc.
- Results Approval Panel – To approve learner results prior to submission for certification etc.
- Self-evaluation Panel – To carry out and complete a Self-evaluation report and programme improvement plan prior to submission.

These groups are identified in the Cater Care Limited organisation chart and their terms of reference are agreed and documented.

P1.1 Selection of Panels

Cater Care Limited					
Policy Area	Governance				
Procedure	Selection of Panels – Programme Approval Panel, Results Approval Panel, Self-evaluation Panel	**Version:**	2	**Date:**	10/02/2021
Purpose	To select appropriately qualified individuals for a Programme Approval Panel, Results Approval Panel and Self-evaluation Panel that will enforce the separation of responsibilities between those who produce and develop material and those who approve it.				
Staff Involved	Board of Directors				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
A merit based selection process will be adopted for the selection of all panel members.	Board of Directors	Record of meetings, Terms of Reference, Selection and Appointment guide.
A selection criteria; for inclusion of individuals on each panel will be established and updated as required.	Board of Directors	Selection Criteria
Each panel will consist of a minimum of 3 members.	Board of Directors	Organisational Chart, Terms of Reference, Roles and Responsibilities.

Monitoring Methods	Frequency	Monitor (Job Title)
Review of documentation, end of year meetings.	Annually	Managing Director

Key Performance Indicators
• Relevant panel members in place 1 month prior to first panel meeting

*For Terms of Reference see Appendix B

P2 Quality Management

P2.0 Policy Statement

It is the policy of Cater Care Limited to operate a Quality Management System (QMS) that enables the company to deliver quality programmes and services and to review their effectiveness. Cater Care Limited aims to have a culture in which staff are enthusiastic, happy and motivated ensuring a quality learning experience for all participants. We aim to be respected by our stakeholders for our attitude and behaviour towards them, the quality of our work and services, and for the value for money we provide. We undertake to provide staff, learners and any other stakeholders with all and any resources required to get the maximum from their programme and reach their full potential.

An understanding of our Quality Policy is disseminated throughout the organisation via,

- Documented policies and procedures
- Monitoring of processes – Regular measurable checks on the effectiveness of policies and procedures.
- Self-Evaluation Systems – (ref. 8.11)
- Governance structures & systems – (ref. 8.1)

The Quality Management System is an organic process where key issues are identified; Key Performance Indicators are developed, programmes are evaluated against set standards and corrective action is carried out when required.

P2.1 Management Responsibility

Cater Care Limited					
Policy Area	Quality Management				
Procedure	Management Responsibility	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe how Management will exercise its responsibility to ensure effective resourcing and implementation of the quality system.				
Staff Involved	Head of Centre, Tutor(s), Administration, External Auditor, QMS Review Group				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Development of Quality Management System including a system of document control	Head of Centre, Admin Staff	Quality Management Policy, Revision control.
Establish a QMS review group	Head of Centre	Terms of Reference, Organisational Chart, Record of meetings.
Management and Staff meetings – Ref. Planning, Business development, staff training etc.	Head of Centre	Record of meetings, Programme Prospectus, CPD records.
Carry out Internal and external QMS audits	Head of Centre, External Auditor	QMS Audit Schedule, QMS Audit Reports
Review of Quality Management System – Staff feedback, Learner feedback etc.	QMS Review Group	Annual Report, Record of meetings, Improvement Plans, Lerner Feedback forms
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Internal Audits, Monitoring trends in corrective and preventive action requests, Measuring and monitoring stakeholder satisfaction	Annually	Head of Centre, Admin Staff
Review of Learner and staff Feedback,	On-going	Head of Centre, Admin Staff, Tutors
Key Performance Indicators		
90% satisfaction from learners. 20% decrease in corrective action requests		

P2.2 Designated Responsibility

Cater Care Limited					
Policy Area	Quality Management				
Procedure	Designated Responsibility	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe the specific role(s) of individuals with responsibility for quality management implementation, review and monitoring.				
Staff Involved	Board of Directors/Management, Head of Centre				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
A member of management, irrespective of other responsibilities, will be appointed to have overall responsibility for the QMS. They will have responsibility and authority that includes: a) ensuring that processes needed for the QMS are established, implemented and maintained b) reporting to the management team on the performance of the QMS and any need for improvement c) ensuring all staff are made aware of stakeholder requirements d) liaising with external stakeholders on matters relating to the QMS	Board of Directors/Management	Managing Director Job Description, Roles and Responsibilities, Organisation Chart, Record of meetings, QMS audit reports, Learner Feedback Forms
Staff members will be given the necessary responsibility and authority to carry out duties relevant to the QMS as required. These responsibilities will be reviewed at meetings and updated as needs arise.	Head of Centre	Staff Job Description, Staff Roles and Responsibilities, Organisation Chart, Record of meetings, CPD records, Staff feedback forms
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Management Review meetings, Review of relevant documentation, i.e. staff and other stakeholder feedback	Quarterly	Quarterly Head of Centre, Admin Staff, Tutors
Key Performance Indicators		
• 100% of programmes to have a summary of learner feedback and corrective action plan • All corrective action complete before next review • QMS reports submitted every quarter.		

P2.3 Information Management

Cater Care Limited					
Policy Area	Quality Management				
Procedure	Information Management	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe the controls and structures in place to generate named reports. These will be communicated to management for monitoring, benchmarking and planning purposes and to ensure that programmes and services are delivered effectively and efficiently.				
Staff Involved	Head of Centre, Tutor(s), Admin. Staff, Internal Verifier, External Evaluator/Authenticator				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Internal Computer Network (work group) with shared folders	All Staff	Log in details, diary entries, document revision control, updated files and folders
Centrally based Filing system for electronic and paper files, Document Management System, Records Management System	All Staff	Information Management Policy, Document procedure control template, Folder Checklists (admin. Tutor, Learner)
Operational Plan for document control, including responsibilities clearly defined. i.e. who, what, when	Head of Centre, Admin. Staff	Document procedure control template, Information Management Policy, Roles and Responsibilities
Creation of databases, i.e. learner details, certification details per learner, completion rates per Programme etc.	Head of Centre, Admin. Staff	Learner profile spread sheet, Programme completion report, enrolment report, Certification report, Grade analysis report, Satisfaction ratings (Content, Tutor, Delivery method, facilities, resources etc.)
Regular, weekly, monthly and quarterly staff meetings	All Staff	Record of meetings, Diary Entries, Emails
Regularly scheduled programme review meetings, Ref. Completion rates, Learner grade analysis, Learner satisfaction rates, enrolment rates (numbers per Programme), Target groups (learner profile details, per Programme)	Head of Centre, Admin Staff	Record of meetings, Programme Improvement Plan, Diary entries, emails
External Evaluation of the Information Management Systems	External Evaluator	Audit Report, EE schedule

Monitoring Methods	Frequency	Monitor (Job Title)
Review Programme enrolment rates	Ad-hoc as required	Head of centre,
Review of all learner feedback forms	End of Programme	Head of centre, Programme tutor
Review Completion rates	Bi-annually	Head of centre, Programme tutor(s) Admin. Staff
Review Certification rates, including grade analysis	After each certification period	Head of centre, Programme tutor(s) Admin. Staff
Staff Performance reviews	Quarterly	Head of centre

Review of Internal Verification reports, external authentication reports, audit reports, document control	Annually	Head of centre, Programme tutor(s) Admin. Staff, Internal Verifier, External Evaluator

Key Performance Indicators
- Each Programme 90% filled   90% Satisfaction   95% of learners complete programmes   90% pass or better   10% Distinction   10 Hours CPD per annum, Individual measurable goals set for each employee and detailed in individual file.   100% compliance with document control and report management

P3 Staff Recruitment and Development

P3.0 Policy Statement

It is the policy of Cater Care Limited to ensure that staff selected for the development and delivery of programmes and services are suitably qualified and that all staff will have access to appropriate supports and further training when necessary. Cater Care Limited has a systematic approach to recruitment and further professional development ensuring staff employed will have sufficient experience and expertise to fulfil their designated roles. Cater Care Limited will endeavour to advertise, interview and appoint staff in accordance with its equal opportunities culture. Selection for employment, promotion, training or any other benefit will be based solely on aptitude and ability. Staff will be provided with induction training which will include a QA briefing and opportunities to further their personal development. All staff will be issued with a contract of employment. Daily promotion of this policy will help all staff to develop their full potential to maximise the efficiency of our organisation and the services we provide to our stakeholders.

P3.1 Staff Recruitment

Cater Care Limited					
Policy Area	Staff recruitment and Development				
Procedure	Staff Recruitment	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe how Cater Care Limited will recruit suitable staff who will have sufficient experience and expertise to fulfil their designated roles.				
Staff Involved	Head of Centre, Financial Controller, Tutor(s), Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Management meeting to agree recruitment and selection plan (Job specification, Person specification)	Head of Centre, Tutor(s), Financial Controller,	Minutes of Management Meeting,
Prepare advertisement and announce job vacancy to include job specification and selection criteria	Head of Centre,	Copy of job advertisement, Website, Job specification
Screening and selection of the most suitable candidates for Interview will be based solely on their skills, knowledge, capabilities and qualifications (short listing may apply)	Head of Centre, Financial Controller	Scoring sheets, Candidate Short List, CV Database, References,
Schedule, confirm and conduct the interviews of suitable applicants	Head of Centre, Tutor(s), Financial Controller,	Interview notes, Scoring sheets, Interview questions, Interview schedule, correspondence (emails etc.)
Notify successful and unsuccessful applicants and specify the details of an opportunity for feedback	Head of Centre. Administration	Letters of regret to unsuccessful applicants, (Hard copy or emails), Letter of Offer.
Appoint a suitable candidate and issue terms of employment/employment contract	Head of Centre	Personnel files, Letters of appointment to successful candidate, Employment contract

Monitoring Methods	Frequency	Monitor (Job Title)
Review of process, documentation and records	As per each recruitment drive	Head of Centre

Key Performance Indicators
3 to 5 candidates shortlisted   - Suitable candidate recruited

P3.2 Communication with Staff

Cater Care Limited					
Policy Area	Staff recruitment and Development				
Procedure	Communication with Staff	**Version:**	4	**Date:**	24/07/2023
Purpose	To describe how staff views are collated in a timely manner; informed of issues relating to their programme and service areas and to ensure that individuals within the organisation have access to all the information they require to make informed decisions and maximise their output				
Staff Involved	Head of Centre, Financial Controller, Tutor(s), Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Staff Induction, which will include company background, values and philosophy, mission, goals and objectives. It will include a QA induction and informs them of their responsibilities within the QMS.	Head of Centre, Administration, Financial Controller	Induction Schedule, Induction Checklist, Staff Handbook
Annual staff workshop – to discuss the organisations mission and objectives and how it relates to their daily work	Head of Centre,	CPD records, Attendance records, Training schedule, Diary entries
Staff meetings – formal and informal, staff will be encouraged to provide feedback on any issues raised during meetings	Head of Centre, All Staff	Diary dates, Records of Meetings
Written and Verbal Correspondence, e.g. an internal newsletter will distributed monthly which will include any issues relating to QA.	All Staff	Email, texts, website, memo's, diary entries, newsletter, staff handbook
Programme review meetings – End of Programme reviews	Head of Centre, Administration, Tutor(s)	Tutors Evaluation forms, Learner feedback forms, Tutor feedback forms, Programme improvement plan, Record of meetings, Programme outlines, Curriculam plan

Monitoring Methods	Frequency	Monitor (Job Title)
Review of documentation plus Staff Interviews	On-going	Head of Centre

Key Performance Indicators
• 85% Staff Satisfaction Rating

P3.3 Staff Development

Cater Care Limited					
Policy Area	Staff recruitment and Development				
Procedure	Staff Development	**Version:**	3	**Date:**	24/07/2023
Purpose	To ensure that Planning and resources are committed to identifying and addressing staff training needs thus assuring the on-going development of staff capacity which is crucial to programme quality.				
Staff Involved	Head of Centre. Tutor(s), Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Annual training needs analysis with all tutors and centre staff	Head of Centre, Administration	Training needs analysis, staff training records, CPD training file, All staff Training files
Performance appraisal at conclusion of each module and an annual performance review	Head of Centre, Tutor(s), Administration	Tutor evaluation, Action plan for improvement from programme, Staff Review Form, CPD Records
Membership of related professional Bodies	Head of Centre, All Staff	Payment of membership fees for: 1. FSPA, 2. EHAI 3. NHP 4. RAI
On line membership of social media groups	Head of Centre, All Staff	Linked in Groups, Food Professionals Forum, FSAI update emails
Organisation of Internal training events, (annual training day for all staff on QA developments and updates)	Head of Centre, Administration	Training Plan, Training Budget, Records of Correspondence
Staff attend external development training, conferences and seminars etc.	Head of Centre, Administration	Attendance records, Emails, Evaluation Forms, CPD Records
Formal and Informal meetings carried out to discuss personal development plans and feedback on completed training and development events	Head of Centre	Action plan report, emails, Records of review meetings, On job training records, 1-2-1 meeting minutes, emails, Staff Handbook, Diary entries
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
1-2-1-meetings, Staff meetings, Observing Training Skills, 360 feedback	On-going with a formal Quarterly review	Head of Centre
Review CPD Hours	Annually	Head of Centre
Key Performance Indicators		
• Each tutor and head of centre minimum 16 hours CPD annually • 95 % of staff attending training, internal or external • 90 % of Staff satisfied with CPD		

P4 Teaching and Learning

P 4.0 Policy Statement

It is the policy of Cater Care Limited to seek regular feedback from teaching staff, learners and associated stakeholders. Cater Care Limited is committed to providing learners with a quality learning experience through continuous monitoring and improvement of our programmes. The purpose of this policy is to ensure tutors and learners achieve the highest possible standards available through their programme. It is the responsibility of all staff to evaluate and reflect on their own performance. By knowing and understanding how they are performing, staff at all levels can enhance and share strengths and identify areas for improvement. We aim to provide all our staff, learners and associated stakeholders with all necessary resources to make their teaching and learning experience with Cater Care Limited of the highest standard ensuring they achieve their maximum potential.

P4.1 Staff Feedback

Cater Care Limited						
Policy Area	Teaching and Learning					
Procedure	Staff Feedback		**Version:**	4	**Date:**	24/07/2023
Purpose	This procedure outlines how staff will be encouraged and facilitated to reflect constructively on their experience of programmes and to use such reflection to make improvements as required					
Staff Involved	Head of Centre, Tutor(s), Administration, Learners					

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Individual Staff goals will be aligned to organisational and programme goals	Head of Centre	Programme Outline, Company Operational Plan, Job Descriptions, Key Performance Indicators
Regular One to One meetings	Head of Centre	Record of Meetings, Action Plan
Mid/End of Programme learner feedback forms which will include tutor evaluation	Learners	Feedback Forms
Tutor report following each programme	Tutor(s)	Tutor Report
Programme review meetings	Tutor(s), Head of Centre	Corrective Action Report Record of Meetings, Programme Improvement Plan
Performance Reviews (360 feedback process) which will result in an Individual Development Plan	Head of Centre	Performance review form, Individual Development Plan, CPD Records, record of meeting, emails, diary entries etc.

Monitoring Methods	Frequency	Monitor (Job Title)
Review corrective action reports and records of meetings	Annual	Head of Centre

Key Performance Indicators
• 100% of Staff Contribute regular feedback

P4.2 Learner Feedback

Cater Care Limited					
Policy Area	Teaching and Learning				
Procedure	Learner Feedback	**Version:**	4	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to describe how regular feedback will be canvassed from learners and how this information will be used for programme improvement. It will also outline how this information is analysed and acted upon				
Staff Involved	Head of Centre, Administration, Tutor(s), Learners, Financial Controller				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
When appropriate the following methods will be considered: Programme representatives, structured feedback sessions, Informal Conversations, Questionnaires, Surveys, Suggestion Boxes, Learner Reflective Diaries etc.	Head of Centre Administration, Tutor(s)	Record of Meetings, Feedback Forms, Diary Entries, Feedback log, Website, Request for reasonable accommodation form, Learner Reflective Diaries
Learners will be encouraged to make contact pre-Programme to discuss any concerns in relation to the programme.	Head of Centre Administration, Tutor(s)	Web Site information for learners, Programme outlines, Pre-programme information, Learner registration
Learner Induction – At the beginning of each programme learners will be informed of the learning resources, delivery modes and assessment requirements. They will be asked for their opinions through open questions.	Tutor(s)	Feedback Log, Emails, Tutor Report. Programme Outline, Programme Schedule, Programme Action Plan, Request for reasonable accommodation form
Informal Questions and Answers and the end of each session	Tutor(s)	Diary entries, emails, feedback log
Mid-Programme evaluation form – On each programme a learner evaluation sheet will be completed	Tutor(s), Learners	Mid Programme Learner evaluation forms
End of Programme evaluation form and feedback session with Learner Representative(s)	Head of Centre, Tutor(s)	Record of Meetings, Evaluation Forms
An open door policy will be in place for Learners to approach any member of staff to make recommendations or highlight areas of concern	All Staff	Learner Handbook, Programme Action Plan, Programme Outline, Learner Charter
Questions (formal and informal) and Evaluation forms will be structured to allow for Quantitative and Qualitative analysis. Short term feedback (daily and/or mid-Programme) will be dealt with immediately and an action plan communicated to all learners via notice boards, emails or verbally.	Head of Centre	Corrective action plan, evaluation summary reports, diary entries, emails
Learner evaluation forms will be summarised following each programme	Administration	Evaluation Summary Reports

Regular reviews held to evaluate summary of evaluation forms and develop corrective action	Tutor(s), Administration, Head of Centre	Record of Meetings, Corrective action plan, Programme Improvement Plan, Evaluation Summary Reports
Following marking assignments the tutor gives written feedback to each learner regarding strengths and weaknesses of the assignment.	Tutor(s)	Learner feedback form, Copies of tutor feedback for assignments.
Once results are verified internally a provisional result will be sent to each candidate	Administration	Provisional results report, Post Assessment Procedure
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Management committee meetings, Staff Meetings, Self-evaluation report, Evaluation Summary Reports, Review of Feedback Log and relevant documentation	On-going, Annually	Head of Centre, Tutor(s), Administration, Marketing Executive, Financial Controller
Key Performance Indicators		
90% of Learners engage with process 90% of Learners satisfied with Feedback process.		

Note: It is everyone's responsibility to get Feedback, formally or informally and keep a record of it.

P4.3 Other Feedback

Cater Care Limited					
Policy Area	Teaching and Learning				
Procedure	Other Feedback	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes, where possible, how the views of external stakeholders will be collected and how Cater Care Limited will communicate the information gathered from learners, staff and others				
Staff Involved	Head of Centre, Administration, Tutor(s)				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Communicate with FSAI	Tutor(s)	Information update email from FSAI
Liaise with QQI	Head of Centre	Record of communication, emails, briefing sessions
Networking with professional bodies	Tutor(s), Head of Centre	Minutes from FSPA meetings, Seminar details from training networks, Skillnet information evenings
Networking with Restaurants Association of Ireland	Head of Centre	Membership registration, LinkedIn updates
Survey past learners	Administration, Head of Centre	Survey questionnaire, Summary of feedback, Action plan form feedback
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Records and Minutes of Meetings, Communications and Reports, Self-evaluation report	Annual	Head of Centre
Key Performance Indicators		

- 100% of tutors to be members of a professional body
- 90% of respondents reply to requests for feedback

P4.4 Learning Resources

Cater Care Limited					
Policy Area	Teaching and Learning				
Procedure	Learning Resources	**Version:**	3	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to describe how the adequacy of the available resources required for effective learning are to be regularly checked				
Staff Involved	Head of Centre, Administration, Tutor(s)				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
List of Learning Resources for each Programme compiled based on programme design	Head of Centre, Tutor(s), Administration	Tutor Programme Resource Checklist, Programme Action Plan
Maintenance contact with an external IT provider	Administration, Tutor(s), Head of Centre	Contract with IT company. Service reports
Safety audit of training room(s)	Tutor(s)	Audit Report, Premises Selection Criteria
Programme material review	Tutor(s), Head of Centre	Revision number of programme material
Provision of back up equipment for all tutors	Head of Centre	Stock take of equipment
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Programme review meetings, Evaluation Summary Reports, Provider Contracts, Review of Documentation	On-going, Annually	Head of Centre, Tutor(s), Administration

Key Performance Indicators
• Equipment fixed in 24 hours. 100% of Programmes fully resourced

P5 Access, Transfer and Progression

P5.0 Policy Statement

It is the policy of Cater Care Limited to provide clear and comprehensive programme information on Access, Transfer & Progression to all interested parties, to ensure that processes are in place to facilitate access to our programmes and that supports exist to enable learners to make informed choices regarding programmes on offer, transfer and appropriate progression pathways. Cater Care Limited will adopt fair and transparent entry arrangements and provide reasonable accommodations towards facilitating individual needs, without compromising standards, ensuring learners successfully participate in all aspects of their programme.

As a provider of Special Purpose/Minor QQI Awards, at present Cater Care Limited does not grant credits for recognition of prior learning. We are committed to meeting QQI requirements in this regard.

P5.1 Access

P5.1.1 Information for Learners

Cater Care Limited					
Policy Area	Access, Transfer and Progression				
Procedure	Information for Learners	**Version:**	3	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to describe how access, transfer and progression information on programmes and services is made available to both current and prospective learners.				
Staff Involved	Head of Centre, Tutor(s), Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Programme Brochures and Promotional Material produced. Programme information published and distributed, which outlines entry requirements and arrangements, transfer, progression, learner resources, outline of assessment and learner supports etc.	Administration	Website, Brochure, Email, Advertisements, Promotional Material
Attendance at Conferences, Seminars, Recruitment events, Educational events and organisation of industry specific events	Tutor(s), Head of Centre, Administration	Advertisements, Brochures, Flyers, Calendar of events, CPD Records, Diary Entries
Website, Social Media – Facebook, LinkedIn, Twitter etc.	Administration, Head of Centre	Current Cater Care Limited internet sites
Leaner Induction	Tutor(s)	Induction Schedule, Induction Checklist
Learners will be supplied with a handbook (if applicable), Programme outline, Programme action plan.	Tutor(s), Administration	Learner handbook, learner charter, Website, Programme Action Plan, Programme outline
Oral communication, Electronic communication, one to one meetings with prospective/current learners	Tutor(s), Head of Centre, Administration	Diary entries, email confirmation of discussion, Record of Meetings, Reasonable accommodation form

Monitoring Methods	Frequency	Monitor (Job Title)
Review of promotional material prior to publication	On-going	Head of Centre, Marketing Executive, Tutor(s), Administration
Management and Staff meetings	Monthly	All Staff (as required)
Review of all relevant documentation – Learner handbook, Reports on Programmes completed, attendance, learner feedback etc.	Annually	All Staff

Key Performance Indicators
• 90% of scheduled Programmes complete • 90% of available places filled on scheduled Programmes

P5.1.2 Learner Entry Arrangements

Cater Care Limited					
Policy Area	Access, Transfer and Progression				
Procedure	Learner Entry Arrangements	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe how Cater Care Limited will engage a fair and consistent approach to learner entry to programmes.				
Staff Involved	Head of Centre, Tutor(s), administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Pre-Programme information clearly outlines entry arrangements, terms and conditions,	Administration, Head of Centre	Website, brochure, one to one meetings, email, advertisements
Criteria for selection drawn up	Head of Centre, Tutor(s)	Prior learning requirements on programme outline
Applicants information captured	Administration	Programme registration form. Pre programme information.
Entry interview may be conducted	Tutor(s), Head of Centre	Diary. Notes from interview, letters of offer, letters to unsuccessful applicants
Entry appeals procedure in place	Head of centre. Tutor(s)	Process for appeals procedure, Records of entry appeals
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review entry criteria and requirements	Bi-annually	Head of Centre, Tutor(s)
Review applications, Interview records, Appeals records	Annually	Head of Centre,
Key Performance Indicators		
• Zero Appeals		

5.1.3 Recognition of Prior Learning

Cater Care Limited						
Policy Area	Access, Transfer and Progression					
Procedure	Recognition of Prior Learning		**Version:**	3	**Date:**	24/07/2023
Purpose	n/a					
Staff Involved	n/a					
Methods used to carry out this procedure		**Who does it**		**Evidence generated by this procedure**		
As a provider of Special Purpose/Minor QQI Awards, at present Cater Care Limited does not grant credits for recognition of prior learning. We are committed to meeting QQI requirements in this regard.						
Monitoring Methods		**Frequency**		**Monitor (Job Title)**		
n/a		n/a		n/a		
Key Performance Indicators						
n/a						

P5.1.4 Facilitation of Diversity

Cater Care Limited					
Policy Area	Access, Transfer and Progression				
Procedure	Facilitation Diversity	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe how Cater Care Limited will facilitate diversity and provide reasonable accommodation to individuals or groups with particular needs leading to successful participation on programmes.				
Staff Involved	Head of Centre, Tutor(s), Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Policy Statement developed on Equality and accommodation of Diversity	Head of Centre	Policy Statement, Learner Handbook, Staff Handbook
Staff training on policy	All staff	Policy Statement. CPD plan
Prior email and registration form to have section for learner to state request for special accommodation	Administration	Prior email and registration forms. Acceptance or refusal of request noted on registration form
Learner induction, One to One meetings, Oral Communication	Head of Centre, Tutor(s), Administration	Record of Meetings, Diary Entries, Induction Checklist, Individual Learning Plan (if applicable)
Programme content/delivery/assessment adapted to support individuals or groups with special requirements	Head of Centre, Tutor(s), Administration	Training schedule. Revision numbers of Programme content, Reasonable accommodation form
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of evidence	Annually	Head of Centre
Key Performance Indicators		
• 100% of reasonable accommodation requests implemented		

P5.2 Transfer and Progression

Cater Care Limited					
Policy Area	Access, Transfer and Progression				
Procedure	Transfer and Progression	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe how Cate Care Limited informs learners of the transfer and progression opportunities available to them should they choose to pursue further programmes				
Staff Involved	Head of Centre, Tutor(s), Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
All programme outlines show level of programme in order of award received.	Administration.	Training schedule. Website, Programme Outline
During programmes tutor to explain next level available and link forward	Tutor(s)	Power points showing link forward, Induction Checklist, Programme content, Feedback forms
Learner Handbook to include next level programme if appropriate	Tutor(s), Administration	Learner Handbook
On programme review invite learners to suggest further training they would like to attend	Head of Centre, Tutor(s), Administration	Learner Feedback. Summary of learner feedback.
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of all relevant documents – Induction Checklist, feedback forms etc.	Annually	Head of Centre

Key Performance Indicators
• 100% of learners aware of their transfer and progression opportunities

P6 Programme Development, Delivery and Review

P6.0 Policy Statement

Cater Care Limited is committed to engage best practice in the development, delivery and evaluation of all its training programmes to meet the needs of our learners. Cater Care Limited ensures that the quality of these programmes is managed to ensure the best learning experience for learners. This policy is designed to inform the work of tutors so that programmes are constructed and delivered to allow learners to achieve the learning outcomes required for a specified NFQ award. It is the policy of Cater Care Limited to utilise feedback from learners, staff and tutors as a method of identifying opportunities to improve the quality and effectiveness of the programmes and services we deliver.

P6.1 Programme Development and Approval

P6.1.1 Need Identification

<table>
<tr><td colspan="6" align="center">Cater Care Limited</td></tr>
<tr><td>Policy Area</td><td colspan="5">Programme Development, Delivery and Review</td></tr>
<tr><td>Procedure</td><td colspan="2">Need Identification</td><td>Version:</td><td>3</td><td>Date: 24/07/2023</td></tr>
<tr><td>Purpose</td><td colspan="5">To ensure that programmes are developed that meet an identified need in fields of learning which Cater Care Limited has the capacity and experience to deliver. To ensure evidence of research is available for the relevant management/governance committee – reviewing a proposal for new programme development – to make a well informed decision.</td></tr>
<tr><td>Staff Involved</td><td colspan="5">Tutor(s), Administration, Head of Centre, Programme Approval Panel</td></tr>
<tr><td colspan="2">Methods used to carry out this procedure</td><td colspan="2">Who does it</td><td colspan="2">Evidence generated by this procedure</td></tr>
<tr><td colspan="2">Appropriate market research undertaken; legislation, regulatory requirements, sectorial needs, etc.</td><td colspan="2">Head of Centre, Administration, Tutor(s)</td><td colspan="2">Emails feedback from agents, summary report of findings</td></tr>
<tr><td colspan="2">Inquiries from clients, prospective learners, etc. informs the needs identification process</td><td colspan="2">Tutor(s), Administration,</td><td colspan="2">Emails, telephone enquiry forms,</td></tr>
<tr><td colspan="2">Monitoring of feedback from Learners, Staff and other stakeholders participating on current programmes will generate ideas for new Programmes</td><td colspan="2">Head of Centre, Administration, Tutor(s)</td><td colspan="2">Feedback forms, summary reports, record of meetings, emails</td></tr>
<tr><td colspan="2">Management/Staff meetings to determine the need for each programme and engage with outside expertise, stake holders, clients, etc., as appropriate</td><td colspan="2">Tutor(s), Administration</td><td colspan="2">Diary entries. Record of meetings, emails, Statement of programme need</td></tr>
<tr><td colspan="2">Needs analysis completed based established criteria being met for new Programme development i.e. Labour Market demands, Learner needs, capacity to deliver etc.</td><td colspan="2">Programme Approval Panel</td><td colspan="2">Needs analysis report, Summary of findings, emails, Documented criteria for Programme inclusion,</td></tr>
<tr><td colspan="2">Monitoring Methods</td><td colspan="2">Frequency</td><td colspan="2">Monitor (Job Title)</td></tr>
<tr><td colspan="2">Review of reports, records, feedback forms, enquiries.</td><td colspan="2">Bi-Annually</td><td colspan="2">Head of Centre,</td></tr>
<tr><td colspan="6" align="center">Key Performance Indicators</td></tr>
<tr><td colspan="6">

80% of programmes reviewed annually
One new programme per annum

</td></tr>
</table>

P6.1.2 Programme Design

<table>
<tr><td colspan="6" align="center">Cater Care Limited</td></tr>
<tr><td>Policy Area</td><td colspan="5">Programme Development, Delivery and Review</td></tr>
<tr><td>Procedure</td><td colspan="2">Programme Design</td><td>Version: 3</td><td>Date:</td><td>24/07/2023</td></tr>
<tr><td>Purpose</td><td colspan="5">To ensure all programme are designed to meet the requirements of programme validation</td></tr>
<tr><td>Staff Involved</td><td colspan="5">Head of Centre, Administration, Tutor(s)</td></tr>
</table>

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Programme team meet to design each programme and engage with outside expertise, stake holders, clients, etc. as appropriate.	Head of Centre, Tutor(s), Administration	Record of Meetings, Programme Outline, Summary Report, List of programme team members
The Programme design, structure, delivery and assessment will reflect the mission of Cater Care Limited and its policies.	Head of Centre, Administration, Tutor(s)	Guidelines for all programmes as required by awarding body, External Evaluator report, Minutes of meetings with FSPA Board, designers, trainers and members, research findings
Programmes are designed based on the learning outcomes specified by the awarding body to facilitate the learner in achieving the specific award	Head of Centre, Tutor(s)	Programme mapping to learning outcomes, Programme design specification, Programme action plan,
Programme team meet to 'translate' the programme design into a plan	Head of Centre, Tutor(s), Administration	Timetables, Schedules, resource list, Programme outline, Programme action plan, assessment schedules, emails, advertisements, website, brochure etc.
Prior Learning requirements for learners detailed	Head of Centre, Tutor(s)	Programme prior learning guidelines and requirements, Pre programme Quiz.
Programmes are designed to be learner focussed and allow learners to practice skills in a real work environment (if appropriate)	Head of Centre, Tutor(s)	Work based projects, Programme action plan
Cater Care Limited uses its industry connections to identifying industry sector needs and integrates same into programmes.	Head of Centre, Tutor(s)	Record of meetings, Programme action plan
Each programme will have a lesson plan for tutors to ensure consistency in delivery	Head of Centre, Tutors	Programme lesson plans, Programme action plan
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Records of meetings, Review of evaluations, Consultation with learners and Tutors, Self-evaluation report	Annually	Head of Centre

<table>
<tr><td colspan="3" align="center">Key Performance Indicators</td></tr>
<tr><td colspan="3">

- 100% compliance with validation requirements
- Design complete no more than 4 weeks from approval
</td></tr>
</table>

P6.1.3 Provision and Maintenance of Learning Facilities/Resources

Cater Care Limited					
Policy Area	Programme Development, Delivery and Review				
Procedure	Provision and Maintenance of Learning Facilities/Resources	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how adequate and sustainable programme resources are provided, up dated and maintained				
Staff Involved	Head of Centre, Financial Controller, Administration, Tutor(s)				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Staff meetings to include a review of facilities and resources	All staff	Record of meetings, Programme Improvement Plan
Facilities and resources allocated to each tutor and as required for each programme	Head of Centre, Tutor(s), Administration	List of equipment and props for each programme outlined on each programme lesson plan
For in-house Programmes, staff will work closely with the client to ensure training specifications are met	Tutor(s), Administration	Programme action plan, Programme outline, Record of meetings, emails
Maintenance contract for equipment repair with specialist IT company	Head of Centre	Contract with IT company
Budget allocated annually for building repair	Head of Centre, Financial Controller	Annual accounts, budget request form, budget allocation
Preventative maintenance plan/schedule in operations	Head of Centre, Administration	Maintenance schedules, Maintenance records

Monitoring Methods	Frequency	Monitor (Job Title)
Review of relevant evidence	Bi-annually	Head of Centre, Financial Controller

Key Performance Indicators
• 100% compliance to procedure

P6.1.4 Programme Approval

Cater Care Limited					
Policy Area	Programme Development, Delivery and Review				
Procedure	Programme Approval	**Version:**	3	**Date:**	24/07/2023
Purpose	To describe how Cater Care Limited aims to give programme approval prior to submission to QQI for validation				
Staff Involved	Head of Centre, Tutor(s), Administration, Programme Approval Panel				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Programme team liaises with the director and seeks approval to submit programme to the Programme Approval panel for Consideration	Head of Centre	Record of Meeting, Management approval form, Programme approval flowchart
Programme Approval Panel meeting convened to review all Programme material and relevant documentation	Programme Approval Panel	Record of meeting, New Programme proposal form, Programme material
Programme piloted with selected learners who are aware that the programme is a pilot programme, adaptations made as required.	Tutor(s), Head of Centre	Trial programme registration sheets, Trial programme learner feedback
Programme submitted to QQI for validation (as appropriate).	Head of Centre	Submission to QQI for validation, Records of correspondence, Programme validation application form
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Consultation with trainers/QQI, Review of evidence	On-going as required	Head of Centre
Key Performance Indicators		
• 100% approval of programmes submitted for validation		

P6.2 Programme Delivery

Cater Care Limited					
Policy Area	Programme Development, Delivery and Review				
Procedure	Programme Delivery	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how resources for the delivery of a programme are coordinated.				
Staff Involved	Tutor(s), Head of Centre, Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Programme resources, supporting materials, equipment, learner induction pack/presentation, evaluation forms, etc. all prepared and coordinated.	Administration	Resource Checklist, Programme Schedule, Timetables
Comprehensive Learner Induction to include: Health and Safety, programme details, assessment details etc.	Tutor(s)	Induction Checklist, Timetable
Tutor(s) use a variety of delivery styles; a blend of power point teaching, video, you tube and demonstration etc.	Tutor(s)	Resource Checklist, Programme lesson plan, CPD Records, Feedback forms
Learner charter is given to each learner outlining method of teaching.	Tutor(s)	Learner Charter
Learner Workbook is developed to include: hand-outs, support material	Tutor(s) and Administration	Programme Workbook, Hand outs, Timetables
Tutor USB pen is given to each learner with support material, legislation and standards	Tutor(s), Administration	Tutor(s) review forms, learner evaluation forms
Learner evaluation forms are reviewed	Administration, Tutor(s), Head of Centre	Learner evaluation forms
A summary assessment of results is developed & reviewed	Tutor(s), Head of Centre, Administration	Programme summary assessment result sheet

Monitoring Methods	Frequency	Monitor (Job Title)
On-going informal monitoring of procedures with annual formal monitoring, agenda, minutes, action plan	Annually	Head of Centre, Tutor(s)
Review of all relevant documents	After each Programme	Head of Centre, Tutor(s)

Key Performance Indicators
90% Completion   90% Learner Satisfaction with teaching methods, Programme content and venue

P6.3 Learner Records

Cater Care Limited					
Policy Area	Programme Development, Delivery and Review				
Procedure	Learner records	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how learner records are retained so as to be readily accessible when required				
Staff Involved	Administration, Tutor(s), Head of Centre				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Learner records will be stored in a combination of electronic (soft copy) and manual files (hard copy)	Administration	Computer records, Programme folders, learner portfolios, CPD Records, Staff folders
All records are filed in date order and in alphabetic order	Administration	Files both soft and hard copy
All records are stored securely with password restricted access to electronic files and key holder access to manual files	Administration, Tutor(s), Head of Centre	Locked filing cabinets, Password secured IT system
Learner records will be kept for a period of one year or in line with awarding body requirements	Administration	Record retention schedule
Learner records will be disposed of after a suitable retention time using a licenced document shredding company.	Administration	Certificate of shredding from Shredding company
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
On-going informal monitoring of procedures with annual formal monitoring facilitated by a Procedure Monitoring Template, Record of meetings	Annually	Head of Centre
Random selection of files checked	Quarterly	Head of Centre, Administration
Key Performance Indicators		
• 100% of Records available on request		

P6.4 Selection of Premises

Cater Care Limited					
Policy Area	Programme Development, Delivery and Review				
Procedure	Selection of Premises	**Version:**	3	**Date:**	24/07/2023
Purpose	To ensure the physical premises and facilities are accessible and maintained in such a manner as to ensure the health and safety of staff and learners				
Staff Involved	Head of Centre, Tutor(s)				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
A health and safety check is carried out on the premises for each programme	Tutor(s)	Health and safety check for each day of learning
For Cater Care Limited (own premises), an annual maintenance review is conducted of the premises	Head of Centre	Annual maintenance Review
For Cater Care Limited (own premises) a safety statement and risk assessment is developed	Tutor(s)	Safety statement and risk assessment
Suitable premises are sought and viewed	Head of Centre	Diary of viewing of premises, Premises Selection Criteria
Where premises are rented a copy of the premises safety statement and risk assessment of car park, route to training room and all ancillary areas that learner may use during the training will be requested. All programmes delivered will contain information on facilities, housekeeping and safe access and egress including fire assembly points	Head of Centre, Tutor(s)	Health and Safety evaluation report from rented training rooms
For each rented room a health and safety check is carried out on the premises for each programme	Tutor(s)	Health and safety check for each day of learning

Monitoring Methods	Frequency	Monitor (Job Title)
Review of learner evaluations and questionnaires, Tutor(s) evaluations, Record of meetings and programme reviews, Self-Evaluation report	Annually	Head of Centre

Key Performance Indicators
• 97% of Learners satisfied with venue

P6.5 Programme Review

Cater Care Limited					
Policy Area	Programme Development, Delivery and Review				
Procedure	Programme Review	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how programmes are reviewed to ensure their relevance.				
Staff Involved	Head of Centre, Administration, Tutor(s)				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Tutor report – report will include a self-reflection on own performance and overall Programme effectiveness. A summary report of learner feedback	Tutor(s)	Tutor(s) Report
Collection of Learner feedback forms and a summary report generated	Tutor(s), Administration	Feedback forms
In-House training Programmes – feedback from the company Programme organiser is obtained.	Head of Centre, Tutor(s), Administration	Emails, diary entries, feedback forms, questionnaires
Programme review meetings	Head of Centre, Tutor(s), Administration	Emails, record of meetings, programme improvement action plan
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of evidence	Annually	Head of Centre

Key Performance Indicators
100% of programmes reviewed within 1 week of completion   90% learner satisfaction   90% of learners submitting for certification   90% completion

P7 Fair and Consistent Assessment of Learners

P7.0 Policy Statement

It is the policy of Cater Care Limited to ensure that all assessment procedures and practices are fair and transparent, clearly understood by all concerned, in line with the training programme's assessment requirements and national standards, and consistent in implementation across assessors. Cater Care Limited is fully committed to all aspects of the assessment process and will ensure that it is:

- Understood by staff and learners
- Valid for the purpose of QQI awards
- Fair to learners, in terms of access and process
- Internally verified as fair and consistent
- Externally authenticated as consistent with national standards
- Consistent with QQI assessment policy and guidelines

P7.1 Information to Learners

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Information to Learners	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how comprehensive assessment information is provided to learners.				
Staff Involved	Tutor(s), Head Of Centre, Administration,				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Pre-Programme information outlines assessment details.	Head Of Centre, Tutor(s), Administration,	Brochure, Website, Promotional Material, emails, phone calls
Learner induction	Tutor(s), Administration	Learner induction schedule, Learner Induction Checklist, Assessment Briefs, Learner Handbook (if applicable), Assessment Schedule
Thorough briefing throughout delivery of each programme.	Tutor(s)	Portfolio Checklist, Timetables, Assessment Schedules, Repeats procedure, Appeals procedure, Submission procedures for projects and assignments, conduct of examinations procedures.

Monitoring Methods	Frequency	Monitor (Job Title)
Review of Information and Timetables	Annually	Head of Centre

Key Performance Indicators
95% of learners indicate clear understanding of Assessment details   - Assessment information available at all stages

P7.2 Coordinated Planning of Assessment

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Coordinated Planning of Assessment	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how assessment is planned prior to programme commencement.				
Staff Involved	Tutor(s), Head Of Centre,				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Staff meetings – to plan and coordinate assessment, in line with requirements, in advance of programme commencement.	Head of Centre, Tutor(s)	Assessment plan, Assessment schedule, Record of meetings, Programme Outline, Programme Material
Team consider and plan for the integration of assessment where appropriate.	Head of Centre, Tutor(s)	Assessment matrix/plan, Programme outline showing assessment deadlines, sample answers, marking scheme, Learner handbook, Programme Specification, Record of meetings
Dates scheduled to provide an even spread of assessment throughout the programme	Head of Centre, Tutor(s)	Assessment matrix/plan, learner feedback, Programme outline showing assessment detail
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Programme Review Meetings, Review of Records, Review of Internal Audit Reports, External Authenticator report, External evaluators report	Bi-annually	Head of Centre, Tutor(s), External Authenticator
Key Performance Indicators		
• 100% of Programmes have an assessment plan completed at design stage		

P7.3 Security of Assessment Related Processes and Material

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Security of assessment related processes and material	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes the practices in place to ensure the security and integrity of assessment.				
Staff Involved	Tutor(s), Head of Centre, Administration, External Evaluator				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Secure storage area allocated for all materials around assessment (hard copy and electronic)	Head of Centre, Administration	Secure storage provided with restricted key access, password protection for electronic files
Records of assessment for each Learner are maintained securely in hard copy files or electronically under Programme name and number.	Administration	Storage areas (locked filing cabinet, password protected computer folders) Programme tracking records
Tutor or Administration supervises all exams and retains and verifies an exam attendance	Administration, Tutor(s),	Examination paper, marking schemes and outline solutions, Exam attendance records, Authorship statement for projects and assignments, Seating Plan
Learner assessment material is sent by registered post or it is hand delivered by the tutor to the Administration	Tutor(s), Administration	Copies of Receipts
Learner statements provided and completed statements verified	Tutor(s), Administration	Learner Declarations
Procedure in place around the submission of projects and assignments	Head of Centre, Tutor(s)	Assessment briefs, Programme Action Plan, Learner handbook, website,
Receipt system in place for all assessment material received by hard copy or electronically	Head of Centre, Tutor(s), Administration	Submission list of projects/assignments, Copies of receipts, emails
Results of assessments are maintained electronically and backed up onto removable media for storage.	Administration	Results Summary sheet, Back up records

Monitoring Methods	Frequency	Monitor (Job Title)
Review of Log, storage areas and procedures, Review of associated material	Annually	Head of Centre
Audit of security processes	Annually	Head of Centre, External Evaluator

Key Performance Indicators
• 100% of completed Learner assessments available • 100% of pre-Programme and post Programme assessment material secure

P7.4 Reasonable Accommodation

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Reasonable Accommodation	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how assessment methodologies are adapted as necessary and reasonable to cater for the needs of learners with a disability, whose first language is not English or other persons covered by the nine grounds of equality legislation.				
Staff Involved	Administration, Tutor(s), Head of Centre, Marketing Executive				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Planning and design meetings	Head of Centre, Tutor(s), Administration	Programme material, Assessment plans, equality and diversity statement, Staff handbook, Record of meetings
Applicants have the opportunity to alert staff of any special learning requirements when applying for a Programme	Administration, Head of Centre, Tutor(s),	Programme outline, Website, Application form, Special accommodation request form
Tutors will have the authority to make adjustments to assessment methods if they are informed of needs during Programme delivery. These can include: e.g. enlargement of print, facilitating the use of a scribe, reader or interpreter, practical assistance, rest periods, provision of adaptive equipment and software.	Head of Centre, Tutor(s), Administration	Reasonable accommodation form, emails, Programme outlines, Revision records, Tutor induction checklist
All staff trained in the provision of adaptations and accommodations during assessment, without compromising standards.	Administration, Head of Centre, Tutor(s)	Equality & Diversity Statement, CPD Records, Staff handbook
Individual meetings – accommodations/adaptations agreed with learner.	Tutor(s)	Record of meetings, Reasonable accommodation form

Monitoring Methods	Frequency	Monitor (Job Title)
Review of Staff training, Review of delivery methods, Review of all relevant documents	Annually	Head of Centre

Key Performance Indicators
100% of requests dealt with   90% of requests accommodated

P7.5 Consistency of Marking between Assessors

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Consistency of Marking between Assessors	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how consistency in marking between assessors in maintained.				
Staff Involved	Tutor(s), Head of Centre, External Authenticator, External Evaluator (subject matter expert)				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Staff Induction – Inclusive of training in assessment methods and marking	Head of Centre	CPD Records, Induction Checklist
Staff meetings – All aspects of assessment planned including fair and consistent marking.	Head of Centre, Tutor(s),	Assessment guidelines examination paper, Marking schemes guidelines and outline solutions
Assessment guidelines documented in line with programme requirements; Including sample answers, marking schemes guidelines	Head of Centre, Tutor(s)	Assessment guidelines examination paper, Marking schemes guidelines and outline solutions
Cross moderation carried out. Action plan as required.	Head of Centre, Tutor(s), External Evaluator	Record of meetings, IV reports, EA reports, Cross moderation plan, Cross moderation log, Completed action plan as required
Random audit of Assessment process by an independent person	External Evaluator (external to Programme delivery)	Audit report
Random observation of tutor(s) by head of centre during assessment events leading to mentoring as appropriate.	Head of Centre,	Tutor observation form, CPD Records, Record of meeting, Tutor feedback form

Monitoring Methods	Frequency	Monitor (Job Title)
Programme review meeting, Review of summary results, Review of learner records	Annually	Head of Centre, Tutor(s), External Authenticator/Evaluator
Random observations and audits of the assessment process	Ad-hoc	Head of Centre, External Evaluator

Key Performance Indicators
• Cross Moderation of all programmes – 10% papers checked of 100% of programmes

P7.6 Workplace Assessment

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Workplace Assessment	**Version:**	3	**Date:**	24/07/2023
Purpose	n/a				
Staff Involved	n/a				
Methods used to carry out this procedure		**Who does it**		**Evidence generated by this procedure**	
n/a		n/a		n/a	
n/a		n/a		n/a	
n/a		n/a		n/a	
n/a		n/a		n/a	
Monitoring Methods		**Frequency**		**Monitor (Job Title)**	
n/a		n/a		n/a	
Key Performance Indicators					
n/a					

P7.7 Assessment of Distance/eLearning based Programmes

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Assessment of Distance/eLearning based Programmes	**Version:**	1	**Date:**	10.02.2021
Purpose	To facilitate effective learning by students through eLearning/remote Zoom facility for delivery.				
Staff Involved	Tutor(s), Head of Centre, External Authenticator, External Evaluator (subject matter expert)				
Methods used to carry out this procedure		**Who does it**		**Evidence generated by this procedure**	
Communication via email and phone to learners in preparation for the eLearning		Head of Centre/Tutors		Email records and Zoom schedule.	
Zoom supported by Telephone communication		Head of Centre/Tutors		Learner notes emailed	
				Detailed in Tutor End of Programme report	
				Detailed in Learner Memo Log	
				Detailed in the Learner Feedback Form	
Monitoring Methods		**Frequency**		**Monitor (Job Title)**	
Mid programme feedback form		Annually		Head of Centre	
End of programme feedback form					
Learner Assessment feedback form					
Tutor end of programme report					
Key Performance Indicators					
Assessment Forms/and learner communication and feedback forms will be evaluated.					

P7.8 Internal Verification

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Internal Verification	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how the consistent application of assessment procedures and the accuracy of results are verified.				
Staff Involved	Tutor(s), Head of Centre, Internal Verifier				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Internal Verification (IV) process documented	Head of Centre,	IV procedure document
Each assessment period has an IV appointed.	Head of Centre	Schedule of IV. Diary
An IV sampling strategy is documented for each programme to include check of all appropriate material to be submitted for each programme	Head of Centre, Tutor(s), Internal Verifier	IV checklist, Sampling strategy, Sampling schedule
The IV produces a report, including observations and recommendations.	Internal Verifier	Provisional results, IV report
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
On-going informal monitoring of procedures with annual formal monitoring facilitated by a Procedure Monitoring Template	On-going/Annual	Head of Centre
Key Performance Indicators		
• 100% of programmes included for Internal Verification		

P7.9 External Authentication

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	External Authentication	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes the independent and authoritative confirmation of assessment in accordance with national standards.				
Staff Involved	Head of Centre, External Authenticator, Internal Verifier				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
External Authenticator is appointed in line with appointment criteria.	Head of Centre	Criteria for appointment, Contract with External Authenticator
External Authentication (EA) Process documented	Head of Centre	EA procedure document,
An EA sampling strategy documented for each assessment period	Head of Centre, Internal Verifier	Notes from EA briefing, EA sampling strategy,
Cater Care Limited programme assessment process is moderated against the national standard by the External Authenticator	External Authenticator	Provisional results summary for each programme, Selected samples examined
External Authenticator produces report, including observations and recommendations.	External Authenticator	External Authentication report, EA observations and recommendations
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of appointment criteria, Review of EA Reports, Review of results	Prior to each Certification period	Head of Centre
Key Performance Indicators		
• EA report on each programme		

P7.10 Results Approval

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Results Approval	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how results are approved; fully quality assured and signed off on before being submitted to QQI for certification.				
Staff Involved	Tutor(s), Head of Centre, External Authenticator, Internal Verifier, Administration (Results Approval panel)				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
A Results Approval process is developed and documented	Head of Centre	Results approval procedure document
A results approval panel is convened to approve results.	Head of Centre, Administration	Results approval panel membership, emails
An agenda for the meeting is prepared and all relevant documents made available, including the provisional results, IV and EA reports.	Head of Centre, Administration	Agenda, Diary, IV report, EA report, Provisional results, Record of meeting
Any issues of concern are identified and a corrective action plan developed	Results Approval Panel	Results approval panel report, Record of action plan, Programme Improvement Plan
Approved results are made available to learners and forwarded to QQI. Learners reminded of opportunity to appeal final results.	Results Approval Panel, Administration	Post Assessment Procedure, Certification request to QQI, Results issued to learners with appeal opportunity
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of selection criteria, terms of reference and all other relevant documents	Bi-annually	Head of Centre
Key Performance Indicators		
• 100% of results approved for the identified certification period		

P7.11 Feedback to Learners

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Feedback to Learners	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes how learners receive timely and constructive feedback throughout their programme.				
Staff Involved	Tutor(s), Administration, Head of Centre				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Individual and Group meetings – Learners receive timely and constructive feedback throughout their programme	Head of Centre, Tutor(s).	Learner feedback reports, Diary entry, Record of meetings
A summative feedback sheet is developed for learners and completed by their tutor	Head of Centre, Administration, Tutor(s)	Copy of learner feedback document
Records of learner feedback are retained by tutors.	Administration, Tutor(s)	Learner feedback reports, Diary entry
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of evidence	Bi-annually	Head of Centre

Key Performance Indicators
• 100% of Learners receive a feedback report

P7.12 Learner Appeals

Cater Care Limited					
Policy Area	Fair and Consistent Assessment of Learners				
Procedure	Learner Appeals	**Version:**	3	**Date:**	24/07/2023
Purpose	This procedure describes the appeals process whereby learners may appeal their approved result.				
Staff Involved	Tutor(s), Head of Centre, Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
A Learner Appeals Process is documented	Head of Centre, Administration	Appeals procedure document, Website, Learner handbook
Learners informed on opportunity to appeal final approved results at the beginning of and throughout the programme	Tutor(s), Head of Centre	Learner induction Checklist, Assessment Briefs, Cover letter issued with results,
A Learner appeal will be assigned to an independent reviewer (the original tutor will have no part in the review)	Head of Centre, Independent Reviewer (Tutor)	Summary report of findings, Copies of correspondence to interested parties
The Learner will be informed of the appeals decision in an agreed timeframe	Administration	Copies of correspondence
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of evidence	Annually	Head of Centre
Key Performance Indicators		
• 100% response to results appeal from learners		

P8 Protection for Enrolled Learners

P8.0 Policy Statement

Cater Care Limited does not offer programmes over three months and as such Part 6 of the Qualifications and Quality Assurance (Education and Training) act 2012 does not apply. However, if at some time in the future this policy area becomes relevant NBA is committed to putting appropriate procedures in place.

P8.1 Protection for Enrolled Learners

Cater Care Limited					
Policy Area	Protection for Enrolled Learners				
Procedure	Protection for Enrolled Learners	**Version:**	3	**Date:**	24/07/2023
Purpose	n/a				
Staff Involved	n/a				
Methods used to carry out this procedure		**Who does it**		**Evidence generated by this procedure**	
n/a		n/a		n/a	
Monitoring Methods		**Frequency**		**Monitor (Job Title)**	
n/a		n/a		n/a	
Key Performance Indicators					
n/a					

P9 Collaborative Provision

P9.0 Policy Statement

P9.1 Contract Arrangements

Cater Care Limited					
Policy Area	Collaborative Provision				
Procedure	Contract Arrangements	**Version:**	3	**Date:**	24/07/2023
Purpose	n/a				
Staff Involved	n/a				
Methods used to carry out this procedure		**Who does it**		**Evidence generated by this procedure**	
n/a		n/a		n/a	
Monitoring Methods		**Frequency**		**Monitor (Job Title)**	
n/a		n/a		n/a	
Key Performance Indicators					
n/a					

P9.2 Reporting Arrangements

Cater Care Limited					
Policy Area	Collaborative Provision				
Procedure	Reporting Arrangements	**Version:**	2	**Date:**	10/02/2021
Purpose	n/a				
Staff Involved	n/a				
Methods used to carry out this procedure		**Who does it**		**Evidence generated by this procedure**	
n/a		n/a		n/a	
Monitoring Methods		**Frequency**		**Monitor (Job Title)**	
n/a		n/a		n/a	
Key Performance Indicators					
n/a					

P10 Self-Evaluation and Improvement of Programmes and Services

P10.0 Policy Statement

It is the policy of Cater Care Limited to regularly Self-Evaluate its programmes, whereby it will identify strengths and areas for improvement in its training provision. Cater Care Limited is committed to the on-going improvement of its programmes and services to learners. A Programme Improvement Plan, following a Self-Evaluation, will prioritise areas for development and improvement. We will optimise the training experience for our learners, maximise the employment opportunities for our graduates and ensure the on-going relevance of our programmes, in line with international best practice. As a fundamental part of our quality assurance system Cater Care Limited is committed to conducting a self-evaluation at the end of one year after having our quality assurance system agreed and thereafter every two years. This will apply to all programmes across the service with the involvement of an internal team including learners and an external evaluator.

P10.1 Assignment of Responsibility

Cater Care Limited					
Policy Area	Self-Evaluation and Improvement of Programmes and Services				
Procedure	Assignment of Responsibility	**Version:**	3	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to ensure that responsibility is assigned to carry out a Self-Evaluation in line with requirements.				
Staff Involved	Head of Centre, Administration, Tutor(s), External Evaluator, Learner Representative,				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
A member of management will have overall responsibility for establishing and coordinating Self Evaluation.	Head of Centre	Roles and Responsibilities
The head of centre will form the Quality Management System (QMS) review group who will carry out the self-evaluation as part of their annual review	Head of Centre QMS Review Group	Self-evaluation report, Schedule for Self-Evaluation, Self-evaluation Checklist, Record of meetings
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of processes	Annually	Head of Centre
Key Performance Indicators		
• Programme Improvement Plan completed within 1 week of self-evaluation		

P10.2 Selection of External Evaluator

Cater Care Limited					
Policy Area	Self-Evaluation and Improvement of Programmes and Services				
Procedure	Selection of External Evaluator	**Version:**	3	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to describe the process of appointing an independent External Evaluator who has an understanding of evaluation procedures and methodologies, and an ability to contribute to the development and enhancement of the programme(s) being evaluated.				
Staff Involved	Head of Centre				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Create Criteria to assess and choose the most qualified Evaluator	Head of Centre	Selection Criteria: • not involved with programme delivery • programme Knowledge, external to Cater Care Limited • broad subject matter expertise • no personal, professional or business interest with Cater Care Limited. • experienced in training and development processes • experienced in Quality Assurance systems
Compile and keep a current list of professional qualifications and relevant experiences of evaluators of various programmes. i.e. Recommendations to add to pool already listed	Head of Centre	Database of EE's detailing professional qualifications and relevant experiences, References from other providers, C.V. of External Evaluator(s) on file
Choose suitable candidate based on agreed criteria	Head of Centre	Correspondence with External Evaluator(s) on file, Documented business arrangement

Monitoring Methods	Frequency	Monitor (Job Title)
Review of Evidence	Annually	Head of Centre
Key Performance Indicators		
• Suitable EE available for all programmes		

P10.3 Learner Involvement

Cater Care Limited					
Policy Area	Self-Evaluation and Improvement of Programmes and Services				
Procedure	Learner Involvement		**Version:**	3	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to describe how current and past learners will be engaged in the Self-evaluation process.				
Staff Involved	Head of Centre, Tutor(s), Administration				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Marketing executive and Head of Centre to agree a learner feedback form and summary format of same	Head of Centre	Procedure for Self Evaluation, Learner Evaluation form, Summary of Learner feedback
Learner(s) will be invited to join Self-evaluation panel	Head of Centre	List of panel members, correspondence with learners
Learners will be invited to participate in the Self Evaluation process through a combination of class discussion, evaluation forms, online/telephone surveys.	Tutor(s), Head of Centre, Administration	Completed Feedback forms, Trainer notes, Email and telephone records, Programme improvement plan
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
End of year review meetings, review and take action arising from documentation	Annually	Head of Centre,

Key Performance Indicators
• Feedback from 98% of learners

P10.4 Management and Staff Involvement

Cater Care Limited					
Policy Area	Self-Evaluation and Improvement of Programmes and Services				
Procedure	Management and Staff Involvement	**Version:**	4	**Date:**	24.07.2023
Purpose	The purpose of this procedure is to describe how management and staff are involved in the self-evaluation process				
Staff Involved	All staff and External Evaluator				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Management facilitate the formation of a self-evaluation panel and appoint a self-evaluation coordinator.	Head of Centre	Organisational Chart, List of Panel members, record of meetings
Engagement with an External Evaluator	Head of Centre	Copies of correspondence, Record of meetings, Org. Chart,
Allocation of time, finance and personnel to the process	Head of Centre	SE Schedule, SE Procedure, Budget Allocation, CPD Records
Staff Meetings and Individual team member meetings	All Staff	Record of meetings,
Documented feedback process	Head of Centre, Administration	Feedback forms, Evaluation sheets, End of Programme review forms, CPD Records
Tutors conduct an evaluation of each programme	Tutor(s)	Tutor End of Programme evaluation form
Tutor appointed to co-ordinate the programme feedback	Tutor(s), Administration	Summary feedback from programmes
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review of Evidence	Quarterly	Head of Centre
Key Performance Indicators		

- Tutor feedback on 100% of programmes
- 100% of Staff aware of self-evaluation process

P10.5 Frequency of Evaluation

Cater Care Limited					
Policy Area	Self-Evaluation and Improvement of Programmes and Services				
Procedure	Frequency of Evaluation		**Version:**	3	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to outline the frequency for self-evaluation.				
Staff Involved	All staff and EE				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Self-Evaluation will be conducted within one year of registration and thereafter annually	All Staff and EE	Schedule for Self Evaluation, Policy and Procedure for Self Evaluation, Annual report on Self Evaluation
Annual Programme Review	QMS Review group	Agenda and Minutes of Annual Programme Review Meeting, Action Plan, Programme Review Files
For operational reasons, a SE may be undertaken more frequently than the annually cycle proposed.	All Staff	Meeting Minutes, SE Rational Report, Evaluation Forms
Monitoring Methods	**Frequency**	**Monitor (Job Title)**
Review Minutes of Meetings and Action Plan, Review QQI External Evaluators Reports and recommendations, Review QQI External Monitors Reports	Annually	Head of Centre

Key Performance Indicators
• Annual report, Evaluations carried out as per schedule

P10.6 Reporting

Cater Care Limited					
Policy Area	Self-Evaluation and Improvement of Programmes and Services				
Procedure	Reporting		**Version:**	3	**Date:**	24/07/2023
Purpose	The purpose of this procedure is to describe how Cater Care Limited produce a constructive report which will help the provider to maintain and improve the quality of its programme and services				
Staff Involved	SE Panel				

Methods used to carry out this procedure	Who does it	Evidence generated by this procedure
Self-evaluation plan drawn up	Head of Centre	SE Schedule
Methodology driven by the three templates, SE Checklist, SE Report and Programme Improvement Plan (PIP).	SE Panel	SE Checklist, SE Report, Programme Improvement Plan
The initial briefing with the External Evaluator will agree the methodology /terms of reference of the self-evaluation	Head of Centre, EE	Terms of Reference, Record of Meetings
The SE panel will use the SE Checklist to evaluate programmes and complete the SE Report.	SE Panel	SE Checklist, SE Report
A Programme Improvement Plan will be drawn up highlighting the areas for improvement. The Plan will identify the priorities for action and detail how, when and by whom they will be addressed.	SE Panel	Programme Improvement Plan

Monitoring Methods	Frequency	Monitor (Job Title)
Review and take action from the: Self-evaluation Report, External Evaluation Report, Programme Improvement Plans and recommendations from QQI	Annually	QMS Review Group

Key Performance Indicators
• Annual Self Evaluation report submitted to QQI

Appendices

Appendix A: Board, Panel Members and Staff

Body	Members
Programme Approval Panel	• Head of Centre (if not involved with Programme development) • 1 senior member of staff • 1 external expert • 1 company director
Results Approval Panel	• Head of Centre • Internal Verifier • External expert (if appropriate) • Tutor
Self-evaluation Panel	• Head of Centre • External Evaluator • All Tutors • Administration/Internal Verifier • Financial Controller • 1 past Learner
Quality Management System Review Group	• Head of Centre • External Evaluator • All Tutors • Administration/Internal Verifier • Financial Controller • 1 past Learner
Board of Directors	4 Directors
Head of Centre/ Lead Tutor	Sinéad Fox
Financial Controller	Anne Gardiner
QQI Co Ordinator / Administration	Mary Hogan
Head of Administration	Mary Hogan
Internal Verifier	Sinead Fox
Ass. Internal Verifier	Mary Hogan

Sinéad Fox

Managing Director
- B.Sc in Environmental Health. Dublin Institute of Technology 2002-2006
- Train the Trainer (2013)
- Food Safety & HACCP (2013)
- Licensed Trainer with EHAI

Mary Hogan

Head of Administration / Office Manager
- Internal Verifier
- Cater Care Limited Administration since establishment of company in 1997.
- Telephony, Reception and File Management

Anne Gardiner

Financial Controller
- 1993-97 Bachelor of Business Studies
- 1997-2001 Qualified as a ACA with PWC and Institute of Chartered Accountants in Ireland

Appendix B: Terms of Reference

Body	Function, Roles and Responsibilities	Membership	Frequency of Meetings
Board of Directors/Management	• Appoint panel members • To oversee all panels • Provide direction and strategic planning • Establish a policy based governance system • Monitoring and Control • Oversight of quality assurance policies and procedures and legal obligations • Financial oversight and budget allocation	• Managing Director/Head of Centre • Non-executive Director • Financial Controller	• Quarterly
Programme Approval Panel: The Programme approval process applies to all Programmes submitted for consideration for inclusion on the Cater Care prospectus.	• To ensure programme meets objective • Ensure the proposed Programme meets all Learning outcomes • Makes recommendations for new Programmes • Makes recommendations for changes to existing Programmes • Ensure the Programme meets the needs of the learners • Determine if the Programme is sustainable over a period of time • Programmes meet qualification descriptors • Takes into account if the proposed Programme meets national and international best practice in Programme design and delivery • Ensure that the teaching and learning methods are appropriate to the Programme content and learning outcomes • Ensure the assessments are appropriate to the learning outcomes	• Head of Centre (if not involved with Programme development) • 1 senior member of staff • 1 external expert • 1 company director	• Ad-hoc as required
Results Approval Panel: The results approval process applies to all assessments leading to awards for Cater Care learners. All results are provisional until approved	• To ensure results are in line with guideline marking scheme • Review and approve assessment results • Review all Internal Verifications reports and External Authentication Reports	• Head of Centre • Internal Verifier • External Authenticator • Tutor	• Ad-hoc as required

by the RAP. Certification may not be requested until the results have been agreed and signed off by the RAP.	• Identify any issues arising in relation to the results and make recommendations for corrective action • Sign off on approved results • Agree to the submission to QQI of final results and request for certification		
Self-evaluation Panel: A self-evaluation panel will be established annually to provide reports and make recommendations in support of the quality assurance process.	• Ensure continuous improvement. • Ensure that feedback from all stakeholders is taken into consideration. • Review, examine, evaluate, comment and report on the quality of programmes. • Scrutinise all relevant documents and materials • Provide a formal report on programme activities including QA processes and recommendations for improvement to the programme. • Review the quality, scope, focus, direction and coverage of the all the programmes activities • Complete a programme improvement plan • Approve all reports and plans for submission to QQI.	• Head of Centre • External Evaluator • All Tutors • Administration / Internal Verifier • Financial Controller • 1 past Learner	• Annually
QMS Review Panel: A Quality Management System Panel will be established annually to evaluate the entire Quality Management System within Cater Care Limited for the purpose or ensuring compliance with the QA system.	• Ensure compliance with the quality management system • Provide a formal opportunity to identify improvements to the quality management system	• Board of Directors • External Evaluator • All Staff	• Annually

Appendix C: Programme Approval Flow Chart