

2. DOCUMENTED APPROACH TO QUALITY ASSURANCE

Craol is committed to providing a clearly documented culture of quality assurance within every aspect of the organisation, including but not limited to corporate and academic governance, programme/module development, approval and evaluation, learner and trainer support, trainer recruitment, equality and diversity, data protection and health and safety. Craol's Quality Assurance Policy is available through the organisation's website or on request from the Project Coordinator at qqq@craol.ie

Quality Assurance is monitored and reviewed consistently, open to adaptation and improvement and clearly transparent. The Craol Quality Assurance Manual has been updated to reflect current QQI guidelines and is Craol's primary quality assurance document communicating Craol's methodology and application to the Core Statutory Quality Assurance Guidelines.

1. Documented Quality Assurance Policies and Procedures

1.1 Quality Assurance Manual

Craol's Quality Assurance manual contains the policies and procedures which underpin the Craol QAS. The Craol Quality Assurance manual is a living document and policies and procedures are reviewed annually and changed to reflect any changes in legislation or educational practices. Current Craol policies and procedure include:

- Quality Assurance Policy
- Programme/Module Development and Approval Policy
- Equality and Diversity Policy
- Disability Policy
- Reasonable Adjustments and Special Considerations Policy
- Child Safeguarding Statement
- Vulnerable Persons Safeguarding Policy
- Complaints Policy
- Appeals Policy
- Safety, Health and Welfare Policy
- Training, Learning and Assessment Policy
- Recognised Prior Learning Policy
- Access, Transfer and Progression Policy
- Privacy Statement
- Malpractice and Maladministration Policy
- Data Protection Policy
- Data Retention Policy
- Recruitment Policy
- Risk Management Policy
- Anti-Bullying Policy
- Plagiarism Policy
- Protection of Enrolled Learners Policy
- Language Policy for non-English speaking Learners
- Conflict of Interest Policy

1.2 Learner Handbook

Craol has developed a comprehensive Learners Handbook that includes information on modules available, with trainers providing course specific information. Learners' handbooks are provided on course enrolment and provide learners with information such as the following:

- Information on Craol

- QQI and Quality Assurance
- Assessment Processes
- Learner Supports
- Learner contract
- Learner Responsibilities and Code of Conduct
- Data Protection
- Relevant Policies and Procedures
- Relevant Forms
- Glossary of terms relevant to Craol training and learning

Learners will be invited for an induction briefing with trainers prior to commencing any module. They will be given documented information on all aspects of the module offered, including time frames, dates, accommodation, methods of presenting marking guidelines, appeals procedure and assessment methods. Non-English-speaking trainees are given access to a CEFR assessment. Learners will be informed of RPL and Access, Transfer and Progressions processes which may be included in assessing learners for entry to modules or for certification purposes.

1.3 Trainers Handbook

Craol registered trainers are given a copy of the Craol trainers handbook on commencement of working with Craol. The trainer's handbook includes the NFQ Framework, QQI Accreditation guidelines, Craol Policies and Procedures, Learner Pathway and Progression routes, Feedback and Evaluation processes, Training Resource Materials and CPD opportunities. The trainer's handbook also includes:

- Information for Trainers to ensure modules are delivered to meet the Core Statutory Quality Assurance Guidelines.
- Information trainers require regarding Training and Learning with Craol including HETAC and QQI processes and criteria, supports available for trainers, access to trainer development and supporting documents, policies and procedures that are designed to support Craol staff and improve quality assurance within the organisation.
- Communication regarding Quality Assurance Requirements to ensure all trainers are up to date with QQI Accredited Training standards and guidelines.
- Craol is committed to achieving excellence through continuous improvement and welcomes feedback and input from trainers. This feedback is used to monitor and improve services to both trainers and learners.
- Trainers are given information regarding trainer's code of conduct, responsibilities and role in supporting learners and review and monitoring procedures.

Quality Assurance Implementation and Procedures

2.1 Craol's QAS and all Craol policies are available through inclusion in the Quality Assurance Manual and Learners and Trainer's Handbooks. For example, learner and trainer feedback is documented for ongoing improvement of quality and assurance, e.g. prior experiences of learner's who request Special Considerations or Reasonable Adjustments, may inform the structure of the relevant policies or nature of appeals.

2.1.1 Craol policies are designed in line with the organisation's purpose and mission, to deliver social benefit to local communities. They inform members of the organisation and trainers regarding delivery of a quality service and training. This includes ensuring that modules delivered result in the development of appropriate skills for learners.

2.1.2 Craol's Academic Committee monitor policies and procedures specific to training and learning, identifying any changes needed to improve the learning process and recommending these changes to the Project Coordinator, the Craol Training Team and the