

Policy Name	Self-evaluation, Monitoring & Review Policy
Policy Code	ETP 10.1
Policy Author	Head of Training & Quality
Revision Number	2
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Expected Revision Date	+2 Years

10.1 Self-evaluation, Monitoring & Review Policy

10.1.1 Scope

This policy applies to all programmes and training activities.

10.1.2 Responsibility

The Head of Training and Quality is responsible for implementing this policy.

10.1.3 Definition

➤ Self-monitoring

An internal routine process of verifying the implementation of the provider's QA procedures as published, and a continuous measurement of KPI achievement.

➤ Self-evaluation

The process whereby a provider, with the involvement of learners and an external expert(s), evaluates the quality of its programme(s) and related services. The findings of a self-evaluation are published. ([QA Guidelines for Voluntary Providers Consultation, QQI](#))

10.1.4 Policy Statement

Self-monitoring

The Head of Training and Quality reviews learner data to identify areas of good practice and any possible non-conformities against KPIs. Areas of concern are discussed during a bi-monthly quality review meeting and a corrective action plan is developed. Actions taken to monitor and improve the quality of programmes and services delivered are published in an annual quality report.

Self-evaluation

A full self-evaluation is conducted one-year post initial approval of our quality assurance procedures by QQI and every five years thereafter, unless otherwise indicated (at the initial approval).

Self-evaluation measures factors from the perspective of their impact on, or the quality of, the learner experience, the learner achievements and contributions, and the contributions of all stakeholders throughout the system.

A report outlining the findings of the self-evaluation is reviewed by an external panel who provide independent feedback. This feedback informs an Improvement Action Plan created by Elevation Training. The plan is implemented and followed up within 6 months of issue and an update is communicated to all stakeholders.

Working Documents
Self-Monitoring Procedure (ETPR 10.1)
Self-Evaluation Procedure (ETPR 10.2)
Receiving Learner Feedback (ETPR 10.3)
Receiving Tutor Feedback (ETPR 10.4)
Stakeholder Feedback and Evaluation (ETPR 10.5)