

**PROCEDURES FOR EVALUATING THE EFFECTIVENESS OF QUALITY  
ASSURANCE PROCEDURES**

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## **1. INTRODUCTION**

The NCGE is committed to having quality assurance procedures which ensure that its programmes are developed and delivered to a high standard. To ensure that its quality assurance procedures are appropriate, effective and reflect best practice the Centre has developed a systematic mechanism for evaluating these procedures every five years.

## **2. PURPOSE**

The purpose of conducting an evaluation every five years is to:

- Establish the effectiveness of quality assurance procedures and to ensure that they are appropriate to the programmes being developed and delivered by the Centre.
- Ensure that all programmes encourage and allow for learner achievement.
- Highlight areas and procedures that need to be improved, developed and refined.
- Take account of organisational and contextual changes and developments.

## **3. THE EVALUATION PROCESS**

### ***a. Self Evaluation***

The NCGE Management Committee is responsible for evaluating the effectiveness of quality assurance procedures. The Director of NCGE has responsibility for coordinating the evaluation. Preparation for the evaluation should be initiated well in advance of the proposed evaluation date(s). The schedule should also allow sufficient time for the evaluation process to be carried out in accordance with the procedures outlined below.

An evaluation panel is convened by the NCGE Management Committee and consists of at least four members of the Committee to include the Chairperson, Director of NCGE and two stakeholders (one representing the professional associations of guidance counsellors and the other a training provider). The evaluation panel meets at least one month prior to the proposed evaluation date(s) to discuss, plan and prioritise the procedures being evaluated and to organise the evaluation day(s). At this time the panel invites two learners (a current learner and a learner who has participated in previous programmes delivered by the Centre) and a staff member of NCGE to participate on the panel during the evaluation day(s). The learners are written to by the Director and they

are sent the procedures for evaluation well in advance of the evaluation day(s). At the evaluation day(s) the panel is asked to:

- Consider the appropriateness of the procedures being examined by the evaluation in light of any organisational/policy changes that may have occurred.
- Examine the effectiveness of the procedures.
- Establish if the procedures (through programmes developed and delivered by the procedures) allow for learner achievement.
- Look at how the procedures are implemented.
- Examine if changes are required in the implementation of procedures.
- Conduct a SCOT (strengths, challenges, opportunities and threats) Analysis of the procedures.
- Make recommendations concerning the development, refinement and changes to the procedures.

When the panel has conducted its business the minutes of the meeting and the panel's report are submitted to the Management Committee. The Management Committee considers the panel's recommendations and the Director is asked to take appropriate action. The Management Committee's Report and revised procedures (if appropriate) are sent to HETAC by the Director.

#### ***b. External Evaluation***

NCGE will arrange for an external evaluation of the effectiveness of its quality assurance procedures every five years. An independent external expert will be appointed by the NCGE Management Committee to undertake the evaluation and to review the self evaluation undertaken by NCGE of its quality assurance procedures. The Management Committee through the Director of NCGE will identify three prospective candidates for the role of external evaluator and request a submission from each party regarding the evaluation of the effectiveness of NCGE's quality assurance procedures. Each party will receive an executive summary of the self evaluation undertaken by NCGE to inform its submission.

A submission should include the following information:

- A current CV indicating prior experience of undertaking work of this nature.
- A proposed methodology for undertaking the evaluation taking into account NCGE's remit and clients.
- A full quotation for undertaking the work.
- A statement indicating any potential interest (personal, professional, academic or business) that the party may have that may conflict with NCGE's quality assurance responsibilities.

The NCGE Management Committee will appoint three of its members and an independent Chair to assess the three submissions and to appoint the external evaluator.

The submissions will be assessed using the following criteria:

- Prior experience of undertaking work of this nature.
- A clear understanding of NCGE's remit.
- A clear understanding of the objectives of the evaluation.
- An appropriate and realistic proposed methodology for undertaking an evaluation consistent with NCGE's remit and appropriate to the objectives of the evaluation.

When appointed the external evaluator will be provided with support from NCGE to undertake the evaluation. The evaluator's report will be considered by the NCGE Management Committee and forwarded to HETAC to facilitate its evaluation of NCGE's quality assurance procedures.

### ***c. HETAC Review***

NCGE will facilitate HETAC's review of NCGE's quality assurance procedures by submitting the above reports (outlined in a and b) to HETAC in advance of HETAC's review. NCGE will through its Management Committee examine and consider HETAC's recommendations resulting from the review and implement those recommendations as appropriate. Subsequently a report on the implementation of the recommendations will be forwarded to HETAC.