

NATIONAL FORUM ON GUIDANCE



FÓRAM NÁISIÚNTA UM THREOIR



**lifelong
guidance**

building the evidence base



National Centre for Guidance in Education
Lárionad Náisiúnta um Threoir san Oideachas



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ON GUIDANCE



FÓRAM NÁISIÚNTA
UM THREOIR

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Quality Assurance and Self Evaluation

The Voice of the Adult

Formal Evaluation of The Services

- External Evaluator;
- All Services completed a process of formal evaluation;
- Quarterly Reports;
- European Social Fund (ESF) funding required 95% client satisfaction rating.

Towards a Model of Self-Evaluation with a Focus on Quality

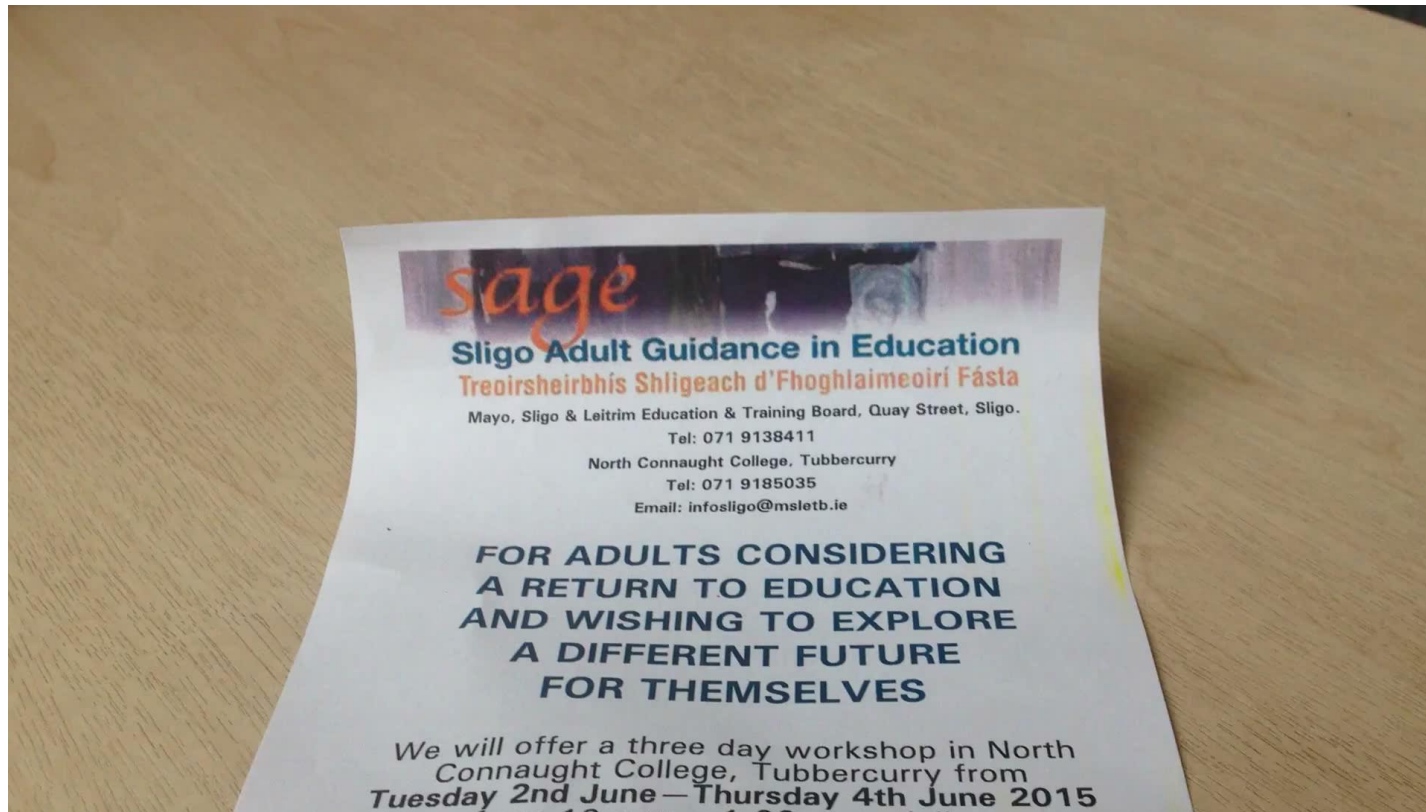
- Initial client feedback form from NCGE which the Services used;
- Services encouraged to take sample surveys of client feedback.

Towards a Model of Self-Evaluation with a Focus on Quality

- NCGE worked with Quality Assurance Consultant to develop Bi Annual Reports;
- Result:-
 - Composition of the Team;
 - Action taken as a result of Client Feedback;
 - Case study;
 - Continuing Professional Development;
 - Priority Planning;
 - Any other comments.

Towards a Model of Self-Evaluation with a Focus on Quality

Client Feedback action taken (play video below)

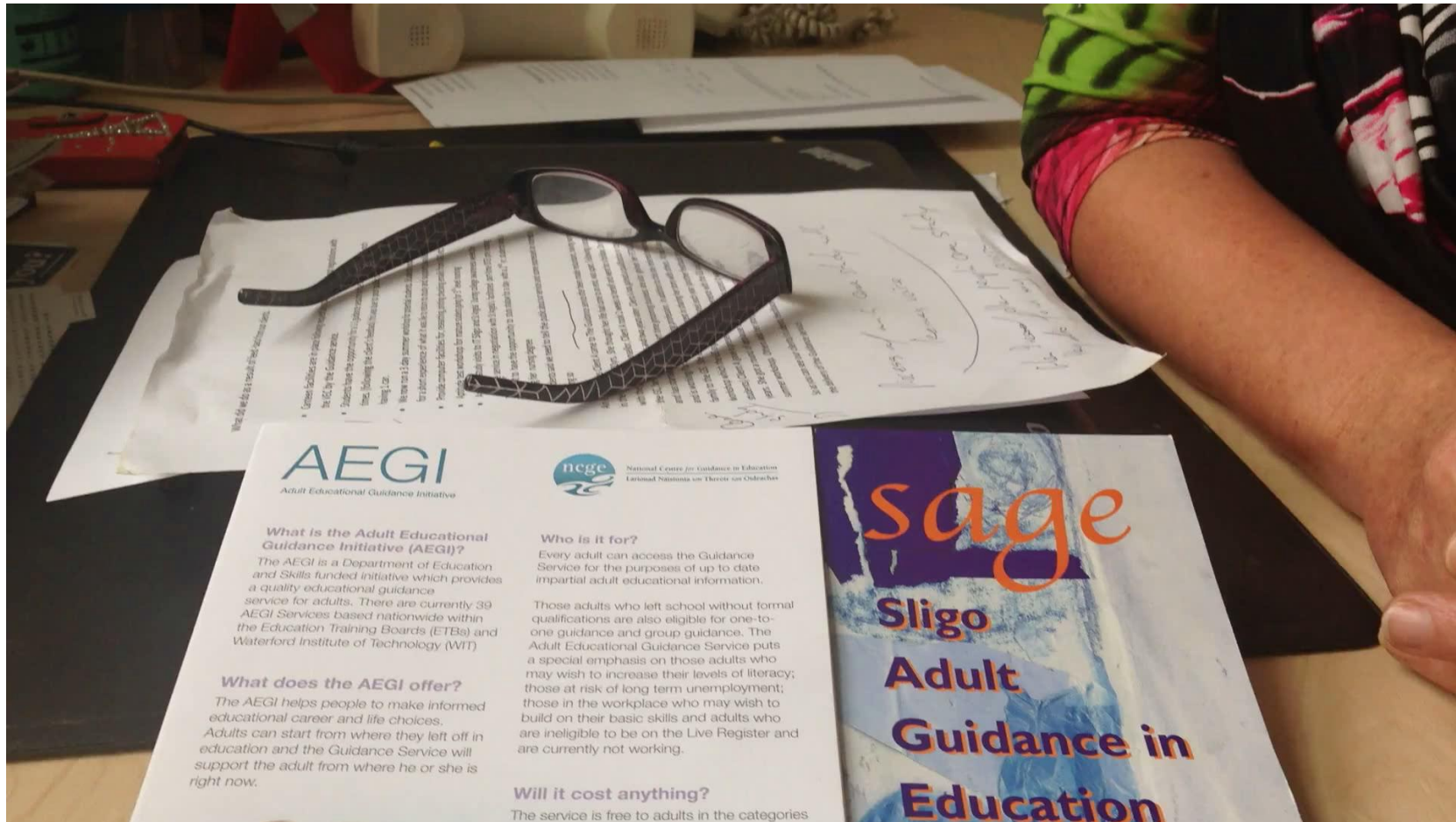


Towards a Model of Self-Evaluation with a Focus on Quality

Case Study Components:-

- Title;
- Keywords;
- Client Category and Age Range;
- The Scenario;
- Share What Happened;
- Identify any Key Challenges;
- Strengths and Potential;
- Key Outcomes

The Case Study (play video below)



Towards a Model of Self-Evaluation with a Focus on Quality

- Continuing Professional Development (CPD):-
- Requests from the Guidance Services of areas of CPD which they would like to:-
 - Improve their practice and client engagement;
 - Enhance their Service;
 - Provide an opportunity for self-care and reflection.

CPD (play video below)



Towards a Model of Self-Evaluation with a Focus on Quality

Ensuring the Adult Voice:-

- Informs Service Provision;
- Plays a role in Programme Development;
- Underpins Policy.

<http://ncgeadultguidance.ie/>



Resources

Toolbox Talks 1



The Career Dream was published for the NCGE Conference associated with Ireland's EU Presidency (2013). This publication was devised, developed and written with contributions from Dr Alan Richardson, QUT University in Brisbane, Australia, Dearbhla Kelly, Adult Guidance Counsellor with Donegal ETB and Ursula Kearney, Guidance Officer with NCGE.

The Career Dream, a career counselling intervention is aimed at accessing the emotional and psychological identity that is embodied within a person's perception of their future vocational self. The aim of the Career Dream intervention is to harness the “projected sense of being” behind a person's career aspirations and to have an emotional access and closer personal sense of their projected vocational identity.

[High Dream in Adult Guidance - Download PDF](#)



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