



Reengagement Panel Report

Assessment of Capacity and Approval of QA Procedures

Part 1 Details of provider

1.1 Applicant Provider

Registered Business/Trading Name:	Technotraining Limited
Address:	Suite 2, Apex Building, Greenmount Industrial Estate, Harold's Cross, Dublin 12
Date of application:	7 January 2021
Date of resubmission of application:	
Date of virtual site visit:	19 February, 2021
Date of reconvene meeting (if applicable):	
Date of recommendation to the Programmes and Awards Executive Committee:	8 April 2021

1.2 Profile of provider

Technotraining Limited is a provider of technical training courses based in Harold's Cross, Dublin. Established in 2000, the company offers a number of QQI-accredited and other non-accredited programmes, having had its QA approved by FETAC in 2007.

Their current catalogue of accredited and non-accredited programmes covers three primary areas:

- Building Life Safety Systems

This includes programmes such as *Emergency Lighting Commissioning and Inspection* and *Fire Alarm Servicing*.

- Maintenance Skills



This includes programmes such as *Pneumatic Systems Maintenance* and *Industrial Electrical Systems*

- Troubleshooting

This includes programmes such as *Systematic Troubleshooting*, *Communications for Engineers* and *Electrical Troubleshooting*

The learner profile of Technotraining is primarily split between learners from the Building Life Safety Sector (Electrical Contractors and Property Maintenance Contractors) and learners from the Manufacturing Sector (Technicians and Engineers). Typically, learners hold, at a minimum, a Leaving Certificate, although many also have a technical qualification at NFQ Level 7 or 8.

Technotraining has stated its desire to grow its current offering of programmes, as well as expand its scope of provision to include blended learning.



Part 2 Panel Membership

Name	Role of panel member	Organisation
Danny Brennan	Chair	Former Registrar, Letterkenny Institute of Technology and DNB Education Consultants
Matthew Hurley	Report Writer	QA Officer, Bridge Mills Galway Language Centre
Dr Catherine Peck	Panel Member	Independent Education Consultant
Janet Tumulty	Panel Member	Head of Training & Quality Assurance Director, New Links Training Solutions
Alan Hogan	Panel Member	QA Officer, Limerick and Clare Education and Training Board
Mary Doyle	Observer	Griffith College Dublin

Part 3 Findings of the Panel

3.1 Summary Findings

At the outset of this report, the panel would like to extend its gratitude to Technotraining Limited (“Technotraining”) for its open and constructive approach to reengagement. The provider outlined the work which had been undertaken in preparation for the reengagement process, which began with a self-evaluation of the company carried out by an external consultant.

The self-evaluation highlighted a number of key areas in need of improvement; chief among them:

- reviewing the company’s governance structure to ensure a more discrete separation of academic and corporate decision-making
- establishing of a formal process of programme review
- enhancing the existing QA monitoring system
- improving learner communications and supports
- developing key performance indicators (KPIs)

In 2019, Technotraining established a Steering Group, the organisation’s primary unit of academic governance. The Steering Group was delegated substantial powers in its oversight of academic affairs; however, in its review of the provider’s documentation, the panel expressed some concern that these powers may have been overextended in Technotraining’s attempt to ensure independence in academic



decision-making. The panel identified a *Condition of Approval* in respect of this, which is detailed in Section 6.1 of this report.

At the panel's planning meeting, a number of areas were identified where further clarification and/or additional information was deemed necessary. These were provided to the panel in a swift and timely manner. In advance of the virtual site visit, it was noted that Technotraining had made some minor revisions to its QA procedures, including:

- increasing the level of externality on the Steering Group
- removing some forms used in the RPL process

At the conclusion of the site visit, the panel identified some specific areas where further review and development are necessary to safeguard the structural integrity of the provider's quality system. These "*Conditions of QA Approval*" are detailed in Section 6.1 of this report. The panel also noted two items of "*Specific Advice*," detailed in Section 7.2. Given the discrete nature of these issues, the panel is confident that they can be addressed quickly by the provider. The panel is otherwise satisfied with Technotraining's strong commitment to the development of a robust quality framework, as well as its capacity to engage with QA enhancement moving forward.

Consequently, the panel are delighted to recommend *Approval* of Technotraining's QA procedures to QQI. The Panel has identified four Conditions of QA Approval, which in the panel's view should be addressed immediately by the provider.

**3.2 Recommendation of the panel to Programmes and Awards Executive Committee of QQI**

	Tick <u>one</u> as appropriate
Approve Technotraining Limited's draft QA procedures, subject to conditions.	✓
Refuse approval of Technotraining Limited's draft QA procedures pending mandatory changes set out in Section 6.1 <small>(If this recommendation is accepted by QQI, the provider may make a revised application within six months of the decision)</small>	
Refuse to approve Technotraining Limited's draft QA procedures	



Part 4 Evaluation of provider capacity

4.1 Legal and compliance requirements:

	Criteria	Yes/No/ Partially	Comments
4.1.1(a)	Criterion: <i>Is the applicant an established Legal Entity who has Education and/or Training as a Principal Function?</i>	Yes	<p>The provider has submitted a Certificate of Incorporation dated December 2000, confirming its status as an established legal entity.</p> <p>Additionally, the provider had its QA procedures agreed with FETAC in September 2007.</p>
4.1.2(a)	Criterion: <i>Is the legal entity established in the European Union and does it have a substantial presence in Ireland?</i>	Yes	<p>The documentation supplied by the provider confirms that it is an established legal entity in Ireland, and therefore in the European Union.</p> <p>For the years 2017-2019, the provider has identified a total of 2,424 learners across all of its programmes. 1,155 of these learners were on programmes leading to QQI awards. These figures indicate that the provider has a substantial presence in Ireland.</p>
4.1.3(a)	Criterion: <i>Are any dependencies, collaborations, obligations, parent organisations, and subsidiaries clearly specified?</i>	Yes	<p>The provider has not identified any dependencies or obligations, nor has it declared its involvement in any form of collaborative provision or third-party relationships.</p>
4.1.4(a)	Criterion: <i>Are any third-party relationships and partnerships compatible with the scope of access sought?</i>	Yes	<p>As per 4.1.3(a), the provider has not identified any dependencies or obligations, nor has it declared its involvement in any form of collaborative provision or third-party relationships.</p>



4.1.5(a)	Criterion: <i>Are the applicable regulations and legislation complied with in all jurisdictions where it operates?</i>	Yes	Based on the evidence presented by the provider, the panel is satisfied that the provider is in compliance with all relevant regulations and legislation in Ireland.
4.1.6(a)	Criterion: <i>Is the applicant in good standing in the qualifications systems and education and training systems in any countries where it operates (or where its parents or subsidiaries operate) or enrolls learners, or where it has arrangements with awarding bodies, quality assurance agencies, qualifications authorities, ministries of education and training, professional bodies and regulators.</i>	Yes	The provider has had a longstanding relationship with QQI (and previously FETAC), having had its QA approved in 2007.

Findings

The panel is satisfied that Technotraining is in compliance with all legal and regulatory requirements.

**4.2 Resource, governance and structural requirements:**

	Criteria	Yes/No/ Partially	Comments
4.2.1(a)	Criterion: <i>Does the applicant have a sufficient resource base and is it stable and in good financial standing?</i>	Yes	The provider has supplied financial statements for the years 2017-2019 inclusive, a tax clearance certificate, insurance documentation and an accountant's letter reaffirming the provider's stable financial standing, sufficient resource base and conformance with Irish company law.
4.2.2(a)	Criterion: <i>Does the applicant have a reasonable business case for sustainable provision?</i>	Yes	There has been significant growth in numbers since 2017, with a high in 2019. There is particular demand for Technotraining's programmes leading to QQI awards.
4.2.3(a)	Criterion: <i>Are fit-for-purpose governance, management and decision-making structures in place?</i>	Partially	While the panel is largely satisfied with the system of governance in place within Technotraining, a <i>Condition of Approval</i> was nonetheless identified by the panel, requiring the provider to review the Terms of Reference of both its Board of Directors and Steering Group, to ensure an appropriate level of oversight is maintained, by the former over the latter.
4.2.4(a)	Criterion: <i>Are there arrangements in place for providing required information to QQI?</i>	Yes	The Quality Manager is the primary contact person for communications between the provider and QQI.

Findings

While acknowledging strengths within Technotraining's draft QA procedures pertaining to Resource, Governance and Structural requirements, the panel also identified potential vulnerabilities which warrant immediate review. The panel was of the view that these concerns could be promptly addressed by the provider.

**4.3 Programme development and provision requirements:**

	Criteria	Yes/No/ Partially	Comments
4.3.1(a)	Criterion: <i>Does the applicant have experience and a track record in providing education and training programmes?</i>	Yes	As previously noted in Section 4.1, the provider had its QA approved by FETAC in 2007 and currently offers a number of accredited and non-accredited programmes. The provider has noted that a significant percent of its revenue stream derives from programmes leading to QQI certification.
4.3.2(a)	Criterion: <i>Does the applicant have a fit-for-purpose and stable complement of education and training staff?</i>	Yes	Technotraining's documentation, and the panel's discussion with staff during the site visit, reflect a commitment to the recruitment of suitably qualified staff. While professional development opportunities are also available for staff, the provider identified in its gap analysis that this was an area to be further enhanced.
4.3.3(a)	Criterion: <i>Does the applicant have the capacity to comply with the standard conditions for validation specified in Section 45(3) of the Qualifications and Quality Assurance (Education and Training) Act (2012) (the Act)?</i>	Yes	The panel is satisfied that Technotraining has demonstrated a capacity to comply with standard conditions for validation specified in Section 45(3) of the Qualifications and



			Quality Assurance (Education and Training) Act (2012).
4.3.4(a)	Criterion: <i>Does the applicant have the fit-for-purpose premises, facilities and resources to meet the requirements of the provision proposed in place?</i>	Yes	<p>The site visit typically undertaken by the panel was, in this instance, conducted virtually, as a result of the COVID-19 pandemic.</p> <p>Technotraining primarily operates out of a purpose-built, wheelchair-accessible training centre in Dublin.</p> <p>The panel is satisfied that Technotraining has a sufficient resource base to meet the requirements of the provision proposed.</p>
4.3.5(a)	Criterion: <i>Are there access, transfer and progression arrangements that meet QQI's criteria for approval in place?</i>	Yes	<p>The provider's policy and procedure relating to access, transfer and progression are detailed in Section 4.5 of the Draft QA Manual. The panel is satisfied that these are in line with QQI's guidelines.</p>
4.3.6(a)	Criterion: <i>Are structures and resources to underpin fair and consistent assessment of learners in place?</i>	Yes	<p>While the panel was largely satisfied with Technotraining's structures and resources relating to assessment, two areas of recommended enhancement were identified —pertaining to</p>



			academic integrity, and recheck, review and appeal — which have been noted as items of <i>Specific Advice</i> in Section 7.2.
4.3.7(a)	Criterion: <i>Are arrangements for the protection of enrolled learners to meet the statutory obligations in place (where applicable)?</i>	Yes	The provider does not offer programmes longer than three months in duration.

Findings

The panel is of the view that Technotraining has satisfactorily addressed QQI's requirements relating to programme development and provision. The panel has, however, noted two items of Specific Advice, detailed in Section 7.2, which may guide Technotraining in the enhancement of its QA system — particularly in relation to assessment — going forward.

4.4 Overall findings in respect of provider capacity to provide sustainable education and training

While the panel was satisfied with the provider's capacity to provide sustainable education and training within its scope of provision, some areas were also identified as being in need of further development. These are detailed in Section 6.1 of this report, as *Conditions of QA Approval*.

The panel is of the view that these concerns can be promptly addressed by the provider.



Part 5 Evaluation of draft QA Procedures submitted by Technotraining Limited

The following is the panel's findings following evaluation of Technotraining Limited's quality assurance procedures against QQI's Core Statutory Quality Assurance Guidelines (April 2016) and Topic Specific QA Guidelines - Blended Learning. Sections 1-11 of the report follows the structure and referencing of the Core QA Guidelines.

1 GOVERNANCE AND MANAGEMENT OF QUALITY

Panel Findings:

At the outset of this section, the panel would like to acknowledge the work undertaken by Technotraining to address vulnerabilities in its governance structure which were identified following a process of self-evaluation. One of the key findings of that process was the need for a more effective system of governance that would ensure academic decision-making is independent of commercial considerations, as per QQI's Core QA Guidelines (2016). This led to the establishment of the organisation's Steering Group in 2019, the original membership of which consisted of an external Chair, a Tutor Representative, a Learner Representative, and the Head of Training (who is also Company Director).

However, prior to the site visit, and following reflection upon a clarification sought by the panel, this membership was revised to increase the level of externality present. The Head of Training was removed as a member of the Steering Group, with the provider acknowledging that his appointment may pose an "undue influence". In his place, an independent industry representative will be appointed.

During the site visit, discussions were held at length about the relationship between the commercial and academic facets of the organisation. The panel expressed some concern over the wording used within the Terms of Reference, which appears to extend an unusual degree of decision-making authority to the Steering Group. The panel hypothesised over the potential risk to the organisation should the Steering Group exercise sole approval of a financially damaging decision. The provider acknowledged that, in practice, such an occurrence is unlikely, given that the Board retains final approval of major academic decisions, particularly those with commercial implications. A *Condition of Approval* was identified in respect of this important clarification, recommending that Technotraining review the Terms of Reference of both the Board and the Steering Group to ensure the Board maintains an appropriate level of oversight of the decisions of the Steering Group, and that this oversight is appropriately documented. This *Condition of Approval* is detailed in Section 6.1 of this report. **(6.1.1)**

Technotraining outlined plans under consideration to better facilitate communication between the Steering Group and the Board of Directors by inviting the Chair of the Steering Group to attend meetings of, or sit on, the Board of Directors.

The panel queried the provider's plans to address other areas of vulnerability as part of its ongoing QA enhancement. Technotraining representatives outlined a plan to expand capacity in relation to human and operational resources that could contribute to management of quality and training systems.



2 DOCUMENTED APPROACH TO QUALITY ASSURANCE

Panel Findings:

QQI's Core Guidelines (2016, p.9) require a provider's QA system to be fully documented. While agreeing that the documentation submitted by Technotraining meets this requirement and was overall comprehensive and of a high standard, the panel believes that a more robust and serviceable approach to document control and standardisation would be of great benefit in supporting the organisation's quality system. Technotraining representatives identified that a system was in place utilising a document log, but that version control was not visible on the actual documents.

The panel was also of the view that gatekeeping responsibilities should be assigned to appropriate members of staff, with the aim of ensuring effective management of documentation. A *Condition of Approval* was identified in respect of these concerns, which is detailed in Section 6.1 of this report.

(6.1.4)

The lack of signposting within the presented documentation was raised by the panel as an issue in reviewing the provider's documentation. Although hyperlinks were provided for key manuals and handbooks, the panel was of the view that any absence of these would cause some difficulty in referencing or finding associated forms and documents. The provider noted their increasing reliance on the use of Moodle in providing access to forms and other important information.

A number of discrepancies between the information presented in the Learner Handbook and the Trainer Handbook were identified by the panel, specifically in relation to attendance and the return of coursework. Technotraining representatives noted that they were already aware of these discrepancies and will address them appropriately.



3 PROGRAMMES OF EDUCATION AND TRAINING

Panel Findings:

QQI's Core Guidelines (2016, p.11) require a provider's policies and procedures for learner admission, progression and recognition to include "fair recognition of education and training qualifications, periods of study and prior learning, including the recognition of non-formal and informal learning." Additionally, recognition procedures must be developed in line with national policy and European guidelines.

The panel explored how RPL was operated within the context of Technotraining's programmes. These discussions focused on the range of learners coming onto the programmes, and the distinction between certifying pre-existing knowledge and skills and offering novel training to those learners. Technotraining representatives outlined the diverse profiles of their learners. These include learners who may have pre-existing skills who would benefit from the orientation of the programmes to problem-solving and troubleshooting. They also include learners who were assisted through access to pre-course work to enable them to engage successfully at the level and pace required during the programme.

Technotraining operates two form of Recognition of Prior Learning (RPL):

- RPL for Access
- RPL for Advanced Access/Entry

The provider noted, however, that RPL for Advanced Entry is currently only available for the Industrial Electrical Systems programme (6N5377) and the panel queried whether there are plans to extend this to other programmes. Technotraining representatives outlined the immense care that it taken in considering the implementation of RPL for Advanced Entry, and that it may not be practicable for some programmes due to their short duration and the potential risks associated with it.

The panel discussed the process for new programme development and approval with Technotraining representatives, who talked through the provider's process flow chart for this area of activity. The panel was satisfied that the proposed process discussed was appropriate and aligned to QQI's guidelines in that it reflected an appropriate interaction of academic and corporate decision-making. However, the panel noted that greater precision was needed within the documented process with regard to the sequence and interaction of approvals at distinct stages from the Steering Group and the Board of Directors.

**4 STAFF RECRUITMENT, MANAGEMENT AND DEVELOPMENT*****Panel Findings:***

In accordance with QQI's Core Guidelines (2016, p.12), a provider must "assure itself as to the competence of its staff," and ensure "there is a systematic approach to the fair and transparent recruitment and further professional development of people engaged in programme and service delivery."

Technotraining's documentation reflects a culture of commitment to transparent staff recruitment practices. The documentation also outlined a substantial amount of training and induction for new training staff and the panel queried the extent to which this was sustainable or proportionate. Technotraining representatives acknowledged that the training provided was differentiated according to the profile, experience and skills of the staff member. The requirement to participate in specific training opportunities was also differentiated by its relevance to the programme in which a trainer was involved. The panel had the opportunity to speak to several members of staff who offered a stepped account of their own induction and training process. The panel were of the view that these discussions consistently reflected the documented processes.

Technotraining's documentation outlines the organisation's provision and facilitation of continuing professional development opportunities for staff. This includes funding and contributory support for or towards training events, training courses, and seminars.

**5 TEACHING AND LEARNING****Panel Findings:**

The panel is satisfied that QQI's criteria in relation to teaching and learning have been appropriately addressed and well documented.

Technotraining's documentation, along with the panel's discussions with staff during the virtual site visit, consistently reflected a serious commitment to learners. Technotraining operates various modes of lesson delivery and flexible pedagogic methods to facilitate different learning styles. Learning and teaching activity is undertaken with an emphasis on constructive alignment, which ensures that assessment and learning activities directly support the achievement of intended learning outcomes.

Critical self-reflection and monitoring are deeply valued within the organisation, and learner feedback is continuously sought to improve the quality of programmes.

A comprehensive set of supporting documents and forms were also submitted and reviewed by the panel.

6 ASSESSMENT OF LEARNERS**Panel Findings:**

The panel discussed Technotraining's assessment framework at considerable length, with a particular focus on:

Academic Integrity

QQI's Core Guidelines (2016) require a provider's assessment framework to be developed in such a way that it ensures the security and integrity of the assessment process. The panel noted the comprehensive safeguarding processes which are in place to ensure the security of assessments, and to address problems if and when they arise. Technotraining staff confirmed during the site visit that learner awareness of expectations in relation to academic integrity was raised at induction and reinforced throughout programmes.

The panel were of the view that Technotraining's existing processes are primarily *reactive* in nature, and emphasised the benefit of implementing preventative measures which would expand the focus of those processes to position academic misconduct, plagiarism and security procedures within a positive framework that actively promotes academic integrity. An item of *Specific Advice* was identified in respect of this, which is detailed in Section 7.2 of this report.

Recheck, Review and Appeals

Following the panel's initial planning meeting, clarifications were sought in relation to Technotraining's policies and procedures for Recheck, Review and Appeals. These clarifications were submitted in advance of the site visit, and further explored during discussions with Technotraining representatives, who stepped the panel through how these processes would play out in practice.

The panel expressed some concern at the potential conflict of interest posed by the QA Administrator / Internal Verifier, who, in their role as Internal Verifier, is the individual responsible for verifying results,



but who, in their role as QA Administrator, may also participate in a decision as to whether a review should be granted in respect of these results.

The panel was also of the view that Technotraining's processes, and any revisions thereof, need to be more consistently embedded across all of its documentation.

The panel recommends that Technotraining conducts a review of its practices in this area of QA to ensure alignment with QQI's Assessments and Standards (2013). An item of *Specific Advice* is detailed in Section 7.2 in respect of this.

**7 SUPPORT FOR LEARNERS*****Panel Findings:***

Discussions under this dimension of QA encompassed the provider's process for facilitating learners with diverse needs, including those that may request reasonable accommodations due to specific learning differences or disabilities. Technotraining representatives stepped the panel through the learner journey for requesting consideration of reasonable accommodation, and noted the variety of accommodations available, including extra time in assessment, adjustments to the format of an exam paper, and the provision of readers, scribes or interpreters.

Given Technotraining's request for an extension of its current scope of provision to include blended modes of learning, the panel queried the supports in place to accommodate learners who may express concern about navigating or engaging with blended learning systems. The provider outlined the work it does to ensure that learners are well-informed and supported in making choices regarding mode of study and suitability of programme. This includes interviews or consultations and the provision of access to the provider's VLE for a minimum 24-hour period to enable learners to establish their level of comfort with the online learning environment prior to enrolling.

A comprehensive Learner Handbook was also provided to the panel, which details the various processes and supports in place relevant to the learner.

8 INFORMATION AND DATA MANAGEMENT***Panel Findings:***

Technotraining has an extensive set of policies and supporting documentation on its information and data management practices, including the collection, retention and destruction of learner data. These are in line with GDPR requirements, and Technotraining representatives outlined the cyclical review process in place to ensure compliance with GDPR and other relevant legislative changes.

An external company has been brought in to assist with this review process, and the provider conducts its own in-house GDPR training for staff.

**9 PUBLIC INFORMATION AND COMMUNICATION****Panel Findings:**

The panel is satisfied that Technotraining's practices under this area of QA demonstrate an honest and transparent commitment to accurate information provision.

Technotraining's policies and procedures in relation to public information and communication are detailed alongside a communication flowchart in the provider's QA Manual.

The provider should ensure that all of its publicly accessible documentation - including the QA Manual, Learner Handbook, and information provided on the website and Moodle – are duly updated to reflect revisions and developments made in respect of the *Conditions* and *Specific Advices* highlighted in this report.

10 OTHER PARTIES INVOLVED IN EDUCATION AND TRAINING (incl. Apprenticeships)**Panel Findings:**

As previously outlined in Sections 4.1.3(a) and 4.1.4(a), Technotraining has not indicated its involvement in any form of collaborative provision.

While there are no arrangements in place at the current time for consultation with other providers in respect of transfer and progression options, Technotraining has highlighted this in its gap analysis as an area it plans to explore in the future.

Technotraining's documentation outlines a clear process for the selection and recruitment of external consultants, evaluators and authenticators. The panel is satisfied that these processes align with QQI's Core QA Guidelines. (10.3, p.20)

**11 SELF-EVALUATION, MONITORING AND REVIEW****Panel Findings:**

The panel commends Technotraining on its self-reflective practices, which demonstrate a sincere commitment to constructive engagement with QQI processes.

Technotraining's self-evaluation was able to identify vulnerabilities within the organisation, and significant progress has been made to address these in a manner that is both effective and fit for purpose.

12 TOPIC-SPECIFIC QA PROCEDURES: BLENDED LEARNING**Panel Findings:**

A comprehensive volume of documentation was provided by Technotraining in support of its strategic rationale for, and substantive investment in, blended learning. This area of QA was closely examined during the virtual site visit, and the panel noted the impressive strides which have been made by Technotraining in its ongoing development of blended modes of learning to programme delivery which are fit-for-purpose, constructively aligned and underpinned by supporting principles. Technotraining representatives outlined an approach that was reflected clearly within the QA documentation, which used appropriate methods, platforms and technologies to facilitate learner achievement of distinct types of learning outcomes; for example, knowledge-based outcomes and skills development.

While demand from learners and clients was identified as a primary motivating factor in the organisation's strategic decision to pursue the integration of blended modes of learning, Technotraining representatives noted that this move was accelerated, though not prompted, by the COVID-19 pandemic.

The panel discussed the requirement within QQI's Statutory Quality Assurance Guidelines for Providers of Blended Learning Programmes to have mechanisms in place that ensure learning materials, media and resources are of sufficient quality and subject to quality evaluation. For example, the quality of audio or audio-visual material, the accessibility of learning objects and use of content that reflects social and cultural diversity.

Evaluation of draft QA Procedures - Overall panel findings

The panel commends Technotraining on its constructive and transparent approach to the reengagement process, particularly as it coincided with the challenges brought on by the COVID-19 pandemic. Discussions throughout the site visit were insightful and sincere, and reflective of an organisation which embraces practices around monitoring, and critical self-evaluation.

In its recommendation to QQI to *Approve* Technotraining's draft QA procedures, the panel identified four *Conditions of QA Approval* to be addressed immediately, as well as two items of *Specific Advice*. These are detailed in Sections 6.1 and 7.2 respectively.



Part 6 Conditions of QA Approval

6.1 Conditions of QA Approval

1. Review the Terms of Reference of the Board and the Steering Group to ensure that the Board exercises **appropriate** oversight of the operation and decision-making of the Steering Group, while at all times ensuring that no **undue** influence is exercised by corporate decision-makers over academic decision-making.
2. Revise assessment procedures to ensure that there is a clear separation between those involved in verifying results, and those reviewing appeals made in respect of those results.
3. Review the documentation relating to Programme Review and Development to ensure there is clarity over the respective decision-making roles of the Board and the Steering Group.
4. Develop a more effective and manageable document tracking system, with the aim of ensuring version control. The provider should assign gatekeeping responsibility to a named role.

Part 7 Mandatory Changes to QA Procedures and Specific Advice

7.1 Mandatory Changes

N/A

7.2 Specific Advice

At the conclusion of the virtual site visit, which was held on 19 February, 2021, the panel also identified two items of specific advice. Technotraining should:

1. Further emphasise the prevention of plagiarism and the promotion of academic integrity in its documented QA, to ensure it is proactive rather than reactive.
2. Conduct a review of its Recheck, Review and Appeals processes in line with the principles outlined in Assessments and Standards (2013).



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Part 8 Proposed Approved Scope of Provision for this provider

NFQ Level(s) – min and max	Award Class(es)	Discipline areas
Minimum: NFQ Level 6 Maximum: NFQ Level 6	Minor, Special Purpose Award	Engineering, Manufacturing, Construction



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Part 9 Approval by Chair of the Panel

This report of the panel is approved and submitted to QQI for its decision on the approval of the draft Quality Assurance Procedures of Technotraining Limited.

Name:

Date: 8 March 2021



Annexe 1: Documentation provided to the Panel in the course of the Evaluation

Document	Related to
Certificate of Incorporation	Legal and Compliance Requirements (Section 4.1)
Statutory Declaration	Legal and Compliance Requirements (Section 4.1)
Insurance Documentation	Legal and Compliance Requirements & Resource, Governance and Structural Requirements (Sections 4.1 & 4.2)
Tax Clearance Certificate	Legal and Compliance Requirements & Resource, Governance and Structural Requirements (Sections 4.1 & 4.2)
Accountant's Letter	Resource, Governance and Structural Requirements (Section 4.2)
Financial Statements (2017-2019, inclusive)	Resource, Governance and Structural Requirements (Section 4.2)
Draft QA Manual	All sections
Reengagement Application Form And Gap Analysis	All sections
Additional Clarifications	Various Sections

Annexe 2: Provider staff met in the course of the Evaluation

Name	Role/Position
Aisling Milton	Quality Manager / Company Director
Derek Waters	Head of Training / Company Director
Grace Mooney	QA Administrator
Eoin McLean	Tutor
Gavin Duffy	Tutor



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Michael O'Callaghan	Tutor
---------------------	-------

Appendix: Provider response to the Reengagement Panel Report



Dr. Deirdre Stritch

Quality and Qualifications Ireland (QQI),

26-27 Denzille Lane, Dublin 2

18 March 2021

Dear Deirdre,

Technotraining welcomes the report of the Reengagement Panel and are very pleased with its recommendation to approve our draft QA procedures. We have reviewed the four Conditions of QA Approval, and submitted evidence of how we have addressed these. We also note and welcome their feedback on specific areas where further improvements can be made, and we will move forward to implement those as soon as possible.

We would like to take this opportunity to express our sincere thanks to the Reengagement Panel for the time and attention they gave our submission and for their insight, expertise, and advice at the site visit.

The three-year reengagement process though challenging was an invaluable experience for us, as a provider and a team. We undertook a rigorous process of systematic review, critical evaluation and it ultimately resulted in many improvements across the organisation. We would also like to thank QQI for their support and assistance through this reengagement process.

Kind Regards,

Aisling Milton

Aisling Milton
Quality Manager, Technotraining Ltd