P7 Course Coordination Policy

Ownership:	Managing Director, Academic Manager
Author:	Managing Director
Reviewed by:	Quality Assurance and Academic Governance Council (QAAGC),
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Version:	002

1. PURPOSE AND POLICY CONSIDERATIONS

The purpose of the Course Coordination policy and supporting standard operating procedures is to ensure that there are comprehensive and streamlined processes in place to allow for efficient, effective and successful course/programme planning and delivery.

Consideration of the policy and supporting standard operating procedures gives priority of course coordination responsibility to each of the main programmes.

Programme Leaders and requires collaboration with the Head of Certification and assigned course specific trainers.

2. DEFINITIONS

Course coordination is defined as the planning of a course/programme in preparation for delivery. In Forus Training this will centre primarily around QQI approved and validated programmes.

3. SCOPE

While the tasks to be completed for the purpose of course coordination can vary by course, the following are the main areas of responsibility;

- Indicative content preparation for the course,
- Communicating with trainers of the particular course in order to keep them "coordinated" with one another,
- Assessment preparation for the course,
- Handling all matters related to assessment correcting and grading,

- Handling learner concerns and complaints about assessment completion and grading,
- Providing 'leadership' in learner evidence preparation and submission.

4. POLICY STATEMENT

It is the policy of Forus Training to facilitate the smooth running of courses. Forus Training's programme specific quality assurance arrangements are consistent with QQI's statutory QA guidelines. Forus Training uses continually monitored completion rates and other sources of information that provide insight into the quality and standards achieved. The programme operation and management arrangements are coherently documented and suitable.

5. PROCEDURES AND PRACTICES

Course Scheduling

The Course Coordinator will liaise with the Programme Leader and Head of Operations to determine arrangements regarding;

1. Location and venue; health and safety checks, resource requirements, accessibility,
2. Time-tabling; days/evenings/times,
3. Duration; commencement date of 1st class-end date of final class-deadline date for assessment submissions,
4. Appointment of suitable trainer.

The Head of Certification must be communicated with in regards to time-tabling submission deadline dates as learners must be informed of certification expectations and the programme being coordinated and scheduled appropriately into the Forus Training calendar.

Indicative content preparation for the course

It is the responsibility of the Head of Operations to work with the Programme Leader to develop the common course content. This should include detailed information about a variety of areas, including the following fundamentals;

1. Reliability, validity and fairness check on existing assessment instruments. This should include ensuring assessment materials are current, marking criteria and supporting rubrics (such as marking schemes) are accurately weighted and learning outcomes appropriately mapped,
2. Scheme of work is outlined with a supporting lesson plan. This should include a timetable of the

teaching duration, detailing the facilitation of learning outcomes, indicative content and inclusion of assessment arrangements,

3. Learning materials such as powerpoint presentations, supplementary reading documents and any other relevant and necessary learning resources.

Communicating with trainers of the particular course in order to keep them "coordinated" with one another

Forus Training requires the Programme Leader to meet with the appointed trainer of the course at least one working week before commencement. This is vital as the trainer must be fully aware of the plans for the course (content, assessments, availability of resources, etc.). This meeting also allows the trainer to share questions with the programme leader.

The course coordinator should periodically meet with, or contact via telephone and email, the trainer of the course throughout the duration to confirm and monitor course delivery. The frequency of these meetings is at the discretion of the course coordinator and trainer and will be impacted by many factors;

- If the trainer in the course is relatively new to the course,
- If the trainer is experienced at teaching the course in question.

Such 'meetings' will allow the trainer to ask additional questions that may have arisen during their course commencement and delivery. These could include questions about the level at which the material ought to be taught (more theoretical, more applications, etc.) and can also include any clarifications that learners have requested (such as matters stated in the indicative content and assessment).

Assessment preparation for the course

It is the task of the course coordinator to work with the trainer of the course to review that assessments have been prepared at an appropriate level and are facilitated with the learners in a timely fashion. Assessment preparation can take many forms, including having one group write the initial draft of each assessment (Course Coordinator and Programme Leader) and then allowing the trainer to serve as an "editor" with agreement on the final form of each assessment brief/examination script reached at a meeting of all involved. Ultimately, it is the responsibility of the course coordinator and programme leader to ensure that each assessment is appropriate (in terms of level of difficulty of problems as well as length of the overall assessment). It is also the duty of the course coordinator and programme leader to ensure that the assessment instruments are developed in a timely fashion so that enough time is

available for the collation, photocopying and packaging.

Handling all matters related to assessment correcting and grading

Once an assessment has been completed by the learners on the course, it is the responsibility of the trainer to coordinate all the details relating to the 'assessing' of the assessment. This will involve ensuring the already available rubric is used when correcting and allocating marks so that assessing is managed fairly and judiciously.

Handling learner concerns and complaints about assessment completion and grading

One of the ongoing roles of the programme leader throughout the duration of the programme is to serve as a liaison between the trainer and the learners. When learners have a question or concern about a grade or a course-related issue, their first contact should be their trainer. However, if this proves unsatisfactory for any reason, the next person they should contact is the programme leader. In this way, the programme leader serves an "adjudication" role for the organisation and the Programme Delivery and Assessment Committee. Note that any learner complaints about the teaching and learning experience should be immediately directed to the Head of Centre.

Providing 'leadership' in learner evidence preparation and submission

It is imperative that the assessment of learner evidence, as well as the finalisation of 'provisional' grades, be performed in a timely fashion. The Forus Training mandate is that learner results are submitted to the Head of Certification within two weeks of the submission of a course's final deadline date. The Head of Certification can provide key leadership to guarantee that these tasks are completed satisfactorily. Note that, in almost all cases, the Head of Certification may coordinate a meeting of trainers after assessment in order to agree on the final grade cutoffs for learners who have completed 'marginal' scores.

P9 S9 Key Dates and Information
ASSESSMENT AND CERTIFICATION

2022 Certification Period

- ● Submission date after last class
- ● External authentication
- ○ Your results by e-mail
- ● Appeals deadline
- ● Submit to QQI
- ◉ Certificate issued to you

FEBRUARY
- x2 Weeks
- 25 Jan
- 28 Jan
- 7 Feb
- 12 Feb
- 5 March

APRIL
- x2 Weeks
- 25 March
- 28 March
- 7 April
- 12 Apr
- 14 May

JUNE
- x2 Weeks
- 25 May
- 28 May
- 7 June
- 12 Jun
- 23 Jul

AUGUST
- x2 Weeks
- 25 July
- 28 July
- 7 Aug
- 12 Aug
- 10 Sep

OCTOBER
- x2 Weeks
- 25 Sept
- 28 Sept
- 8 Oct
- 12 Oct
- 12 Nov

DECEMBER
- x2 Weeks
- 25 Nov
- 28 Nov
- 8 Dec
- 12 Dec
- 21 Jan 2023

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6. RELATED DOCUMENTS, LEGISLATION AND COMMUNICATION PLAN

A. RELATED POLICIES PROCEDURES AND FORMS

1. P5 S10 C1 Trainer Code of Conduct
2. P5 S1 Staff & Trainer Induction
3. P10 Knowledge Bank

B. LEGISLATION / STANDARDS

1. Qualifications & Quality Assurance (Education & Training) Act 2012
2. Further Education & Training Act 2013
3. QQI Insights: Quality in Irish Further Education & Training – September 2019

7. ROLES AND RESPONSIBILITIES

The course coordination policy and supporting standard operating procedures aligns with both elements of programme development (P6) and the learning life-cycle (P9). At a strategic level it is governed by the Programme Assessment and Delivery Committee. Complaints presenting will be assisted by the Complaints Sub-Committee.

9. ACTIONS TO BE FOLLOWED IF THE POLICY IS NOT IMPLEMENTED

Where a complaint of misconduct or alleged breach of the course coordination policy and/or associated standard operating procedures presents, the staff member, trainer or learner will be brought before the Head of Certification. The Head of Certification will take steps as soon as is practicable to arrange a meeting (i.e. a preliminary hearing) with the person concerned and will provide in advance details of the alleged offence in the form P5 S10 Workable Improvement Notice (WIN).

10. CONTACT INFORMATION

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Amendment History			
Amendment summary sheet			
Revision	**Date**	**Amendment summary**	**Training Requirements**
	16/12/2020	Initial release	Read and Review
		This policy extends to Blended Learning courses. Our online learners will not be disadvantaged.	
002	07/03/2022	Reviewed and approved by QA Officer	Circulated to staff.