



QA 6.21 Non-Conformance/Corrective Action in Assessment Procedure

Purpose

The purpose of this procedure is to outline how Cork ETB centres resolve major discrepancies in assessment to ensure that the standard, fairness and transparency of Cork ETB assessment procedures are maintained. This procedure outlines how non-conformances are investigated and managed to prevent a reoccurrence and how the resulting actions are turned into opportunities for improvement.

The purpose of this procedure is to establish and define the process for identifying, documenting, analysing and implementing corrective actions in order to eliminate actual non-conformance.

Scope

This procedure applies to all further education and training provision provided by Cork ETB colleges and centres or by organisation funded by Cork ETB to provide further education and training, whether accredited or unaccredited.

This procedure relates to major non-conformances where learners potential to achieve the appropriate certification may be impacted or the integrity of CETB QA system is brought into question.

Responsibilities

Centres managers are responsible for ensuring that Cork ETB Assessment procedures are implemented in their centre. Where there is a non-conformance relating to assessment procedures, the centre manager is responsible for putting corrective action in place.

Assessors are responsible for implementing Cork ETB Assessment procedures correctly, requesting support in the implementation of these procedures if necessary.

All staff and learners are responsible for reporting any suspected non-conformance to their centre manager. All major non-conformances should be reported by the centre manager to the QA Office using form 6.21.1a.

Procedure Details

Corrective action is taken, upon investigation of non-conformance with CETB Assessment Procedures, to resolve the situation in the best interest of the learner while ensuring that the standard and integrity of the assessment process is maintained.

Preventative action is taken, when a potential non-conformance with CETB Assessment procedures is anticipated, to prevent the occurrence of a non-conformance.

Corrective action may be necessary in instances of major non-conformance, such as:

- Assessment malpractice
- Use of an incorrect or non-validated descriptor
- Use of an incorrect assessment technique

- Assessment procedures not being followed correctly.

When a non-conformance is suspected or reported, the centre manager or their nominee should investigate. When the incident is deemed to be major, form 6.21.1a must be completed by the centre manager and submitted to the QA Office.

To ensure a consistency in approach, the QA Office will review the recommended corrective action in consultation with the Director of FET. The centre manager will be notified of the approved corrective action and given a timeframe for implementation.

The centre manager will confirm by email to the QA Office within an agreed timeframe that the corrective action has been completed.

Document Details

Title:	QA 6.21 – Non-Conformance/Correction Action in Assessment Procedure
Authors:	Cork ETB Quality Assurance Steering Group
This Version Number:	1.0
Approval	
Status:	Final
Effective Date:	February 2019
Review Date:	
Templates/Resources:	QA 6.21.1a Non-Conformance/Corrective Action Report
References	

6.21.1a Non-Conformance/Corrective Action Report

Centre: _____ Centre Manager: _____

Date: _____ Award: _____

Description of the non-conformance	
Cause of non-conformance	
Recommended Corrective Action	
Signature	

For use by QA Office:

Agreed Corrective Action:
Recommendations for changes in procedure to prevent similar issues reoccurring:

Signature: _____ Date: _____