



Quality Assurance Handbook PART A1

POLICY No.11 Apprentice Analytics and Experience Policy

11. Purpose of Policy

Policy No.11 details FIT commitment to providing a positive learning experience for apprentices. FIT is committed to continuously enhancing apprentice learning experiences and outcomes both in on- and off-the-job programme elements and the quality of learning and teaching, as well as promoting a culture of learning and teaching excellence through effective use of analytics and appropriate feedback mechanisms.

11.1 Policy Scope

This policy relates to all apprentices active on Tech Apprenticeships and concerning delivery managed through in-person and synchronous delivery modalities.

11.2 Overarching Considerations

FIT places a significant emphasis on apprentice feedback and uses the functions of the Workplace Learning Officer and People, Analytics and Wellbeing Officer as the primary roles to elicit evidence of quality, to inform learning and teaching enhancement, for the recognition of staff and sub-contractors, and staff performance, review and management.

11.3 Policy Statement

FIT will ensure that Apprentices can expect a QQI-validated apprenticeship programme of education and training aligned with the industry's needs and assist the Apprentice in securing and retaining post-apprenticeship employment in the sector. In addition, Apprentices can expect comprehensive, timely, and accurate information about all aspects of the programme, including timetables, the curriculum, assessment information, etc. The learning journey will include:

1. Placements with host employers for the duration of the Tech Apprenticeship,
2. Placement assistance (if required) at the end of the programme,

3. Off-the-job (classroom-based or synchronous learning) tutors to provide instruction in theoretical knowledge,
4. On-the-job (workplace) mentors to provide practical work-based learning,
5. All required resources, including facilities, equipment and learning materials via FIT's LMS,
6. Full details of all procedures, including the Complaints and Appeals procedures,
7. A safe physical or online environment for learning that respects physical and mental welfare consistent with Equality and Health and Safety legislation,
8. Comprehensive feedback and feed-forward system which enables Apprentices to receive and provide feedback on any/all aspects of the programme,
9. Assessors who will assess submitted coursework/assessment and provide timely and constructive feedback on programme progress.

11.3.1 Apprentice Feedback

FIT conducts ongoing surveys to measure Apprentices' satisfaction with the programmes. FIT's People, Analytics and Wellbeing Officer collects survey data and analyse trends, noting findings while disseminating them to appropriate Tech Apprenticeship stakeholders. The surveys focus primarily on exploring what aspects of the off-the-job training the apprentices are enjoying/benefiting from the most, their satisfaction rates as to how practical the material they have learnt during the off-the-job training is to the on-the-job training. Additionally, it captures what is working well overall, and how they are feeling in relation to the apprenticeship. These surveys are gathered every three months (March, June, September and December) and follow up takes place typically one month after (April, July, October, January). Following up on the surveys completed, including analysing the data and closing the loop by offering those who may express that they are not satisfied with the apprenticeship programme, an opportunity to discuss it further with FIT's People, Analytics and Wellbeing Officer.

11.3.2 Class Representative System

Each active cohort intake of Tech Apprenticeship has an appointed Class Representative who communicates regularly and at agreed and defined points with the People, Analytics and Wellbeing Officer. This process ensures that Apprentices are encouraged to recognise the importance of their feedback while understanding how to disseminate various matters in a constructive format. The Class Representative meetings take place every three months (March, June, September and December). These meetings allow for feedback to be shared, but also for cohorts to learn from each other. Following the Class Representative meetings, the People, Analytics and Wellbeing Officer meets with other members of the FIT Tech Apprenticeship Team to highlight any feedback which requires actioning. This feedback is also discussed in the relevant Programme Board Meetings, which take place with the Approved Delivering Training Partners.

11.3.3 Institutional Use of Apprentice Feedback

Where relevant, FIT will utilise Apprentices' feedback to monitor, review, and enhance activity to improve Apprentices' experience in training continually. Specifically, FIT will use feedback to gain insight and understanding of general learning experiences, syllabus/curriculum design efficacy, and monitoring Apprentice experiences during in-person and synchronous delivery. In addition, feedback will inform the quality enhancement of learning and teaching practice, report on programme review activity, and broadly monitor that tutors are continually meeting FIT expectations of a rich Tech Apprenticeship delivery experience.

11.3.4 Apprentice Rights (giving feedback)

Apprentices' participation in any Tech Apprenticeship survey or interactions in the role of Class Representatives is entirely voluntary. Failure to engage or participate will not result in any discrimination or penalty. FIT expects apprentices to provide honest, constructive, and thoughtful feedback. Feedback must be free of inappropriate, offensive, vindictive, or abusive comments containing either racism or sexism.

11.3.5 Confidentiality and Anonymity (giving feedback)

FIT will ensure the confidentiality of provided feedback unless necessary to meet any legal compliance or where feedback by an Apprentice indicates a potentially serious risk to the Apprentices' safety or to that of others, including but not limited to FIT staff, tutors, sub-contractors, delivering partners or members of the public. Regarding feedback relating to sensitive matters where the number of responses is low. FIT will not provide any personally identifiable information when disseminating the matter unless consent has been provided by the data subject beforehand.

11.3.6 Workplace Progress Review (giving feedback)

Throughout semesters two, three and four, each tech apprentice is given the opportunity to attend a Workplace Progress Review. This review is led by FIT's Workplace Learning Officer and is attended by the Apprentice and their Workplace Mentor, in some specific cases other members of the FIT Tech Apprenticeship Team or from the Apprentices sponsored company attend the meeting also. This review meeting, allows for all three stakeholders to share how the Apprentice is progressing, including the Apprentice giving feedback on their on and off-the-job training experience. In addition to the workplace progress review, the Workplace Learning Officer is available for one to one meetings with the Apprentices to discuss any on-the-job feedback.

11.4 Effective Analytics

FIT is conscious that beyond Apprentice programme sentiment, a gamut of insightful data can be gathered on broad aspects of Tech Apprenticeship provision. FIT's Registrar is responsible for gathering intelligence on the progression of all Apprentices through the programme and documenting,

where applicable, formal record of all module assessment outcomes. Further to this activity, FIT has instigated several ongoing data capture mechanisms with employers and delivery partners around their ongoing views on the workings of the programmes. These activities include but are not limited to conducting surveys, focus groups and one-to-one interviews with various stakeholders and groups. Central to this activity is the necessity to garner information that can assist with solutions that continually improve provision. Rather than conducting this activity solely as part of cyclical statutory review activity, FIT has endeavoured to provide resources to instigate this activity on an ongoing basis. Output data from FIT's review activity is disseminated to FIT's Tech Apprenticeship governance committees, including the Programme Board, Academic Council and Senior Leadership Team. Externally, this data is also disseminated to ETB partners and various regulatory and quality agencies.

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