



BORD OIDEACHAIS AGUS OILIÚNA
CHILL DARÁ AGUS CHILL MHANTÁIN

KILDARE AND WICKLOW
EDUCATION AND TRAINING BOARD

KWETB FET **QUALITY ASSURANCE**

E-ZINE



Autumn 2025



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INTRODUCTION

At KWETB FET Services, our commitment to Quality Assurance is at the heart of everything we do. QA isn't just about compliance—it's about creating a learning environment where every learner has a fair, transparent, and supportive experience. By continuously reviewing our policies, engaging with learners, and aligning with national standards, we ensure that our programmes remain relevant, consistent, and learner-focused.

Our work reflects KWETB's commitment to continuous improvement in quality assurance. From introducing clear policies and procedures to enhancing learner representation and preparing for future challenges like AI in education, these actions ensure that our learners receive fair, transparent, and future-ready learning experiences.

Quality matters because it empowers learners to succeed, builds trust in our qualifications, and strengthens the reputation of our centres. Achieving this is a shared responsibility—every staff member plays a vital role in upholding these standards and fostering a culture of excellence. Together, we can make a real difference for our learners and communities.

Brenda Lynch
AEO - Quality, Inclusion and Sustainability



GOVERNANCE OF QUALITY IN FET



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QUALITY COUNCIL

DRIVING QUALITY FORWARD: KEY UPDATES FROM THE SEPTEMBER QUALITY COUNCIL MEETING

The KWETB Quality Council met on 9th September 2025 at Chestnut House, Naas. Key highlights include:



REPEAT POLICY

A draft Repeats Policy was presented for review. Discussions focused on ensuring fairness, consistency, and clarity around limitations, exceptions, and timelines for repeat assessments. A working group will be established to develop a consistent approach.



SUB-GROUP UPDATES

Quality Assurance Sub-group: The revised Learner Handbook has been approved and published.

Programme Governance Sub Group: Upcoming meeting on 10th September to approve new programme validations for delivery in January 2026.



Dearbhú Cáilíochta
agus Cáilíochtaí Éireann
Quality and
Qualifications Ireland

QQI DIALOGUE



QQI commended KWETB's progress, particularly the Learner Handbook process, calling it "inspiring."

Areas for enhancement include academic integrity policies, consistent learner support, and greater external stakeholder involvement.

QQI also highlighted upcoming initiatives on AI and provided updates on their process of revising and reframing QA guidelines including the Draft Statutory QA Guidelines on Programmes involving Work Integrated Learning.



ACTIONS

Create a register of Student Councils to strengthen learner representation.

Recruit additional QC members, including learner and industry representatives.

Continue work on policy development, including academic integrity and AI in teaching and learning.

Next Meeting: 23rd October 2025 (online).

RESULTS APPROVALS



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RESULTS APPROVAL IN FURTHER EDUCATION:

JUNE AND AUGUST 2025 CERTIFICATION UPDATE

The Results Approval Panel (FE) convened on 4th June to review submissions for the June 2025 certification period. Eighteen centres participated, submitting a total of 5114 learner portfolios for approval. For August certification, the Results Approval Panel met on 29th July, with sixteen centres submitting 1422 portfolios for review and certification.

Across both certification periods, learners achieved a wide range of results, including successful grades at levels 1, 2 and 3 as well as Distinction, Merit and Pass grades at levels 4, 5 and 6.

Preparations are now underway for the upcoming October and December certification periods.

Summary of Grades submitted for June 2025 Certification

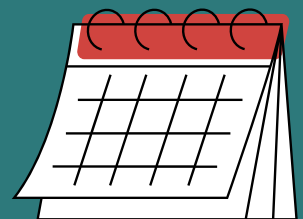
Field of Learning	Successful	Distinction	Merit	Pass	Total
Core, Languages	155	74	54	50	333
Education, Health		813	350	244	1407
Business, Admin		626	276	168	1070
ICT		230	129	92	451
Art Craft Design		299	113	152	564
Sport, Science, Services, Horticulture		531	337	299	1167
Engineering		32	20	25	77
Micro Qualifications/Special Purpose Awards	45				45
Total:	200	2605	1279	1030	5114

Summary of Grades Achieved August 2025

Summary of Grades submitted for August 2025 Certification					
Field of Learning	Successful	Distinction	Merit	Pass	Total
Core / Languages	637	217	82	41	977
Education & Health		98	47	30	175
MicroQualifications	32	2	3	3	40
Business & Admin		125	29	13	167
Art, Craft & Design		18	15	2	35
Horticulture		28			28
Totals	669	488	176	89	1422

Congratulations!

Congratulations to all learners on their achievements, and a sincere thank you to educators and programme staff for their dedication and hard work in supporting these successes.



The 2026 Certification Schedule covering all 2026 certification periods across FET will be released soon.

CAS REVIEW



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CAS REVIEW

CAS REVIEW MUP PROCESS

ETBI led a Pilot project on updating and developing supports on a selection of existing Level 4, 5 and 6 CAS modules. Consultation was carried out and 28 modules were chosen for update. This project was a nation-wide collaboration for the ETBs with each MUP Programme Development Group comprising 2 ETBs working in partnership. The MUP Oversight Group's role was to ensure the project included adequate planning, consultation, and development per module with completion of the first drafts set for 28th April 2025. KWETB worked with CDETb to review and update the Communications modules at levels 4,5 and 6.

ETB MODULE UPDATE PROJECT (MUP) MUP PROJECT PRESENTATION RECORDING

28 modules were identified for update. They were reviewed and updated by trained experts within the ETB led Programme Development Groups. Consultation with the wider FET sector on the proposed updated module learning outcomes commenced at the end of 2024. Following that feedback draft module descriptors were developed. A third consultation took place early in 2025 on the revised modules and from there the updated modules were evaluated by independent trained evaluators. In the final stage the lead ETB in each group submitted the updated modules to QQI for approval. Once approval was granted the updated modules were shared with every ETB for inclusion in their own governance process to ensure they can deliver each of the revised modules.

The final number of reviewed modules updated was 27 with 1 withdrawn.

KEY CHANGES

There are some key changes

UPDATED MODULE DESCRIPTOR

Section 9: Learning outcome

Section 10: Module indicative content

Section 11: Module Assessment

MINIMUM INTENDED MODULE LEARNING OUTCOMES (MIMLOS)

Developed by the ETBs

**Consistent with the relevant QQI CAS Minor Award
Standards (certificate specification)**

**Generally, there are now between 4 and 6 MIMLOs per
module**

**Broader and more generic to allow for longevity and
meaningful application across a range of different ETB
programmes.**

MODULE ASSESSMENT

**Assessment techniques were reviewed and
were updated for some modules.**

**Updated assessment guidelines and criteria in
line with new MIMLOs.**

APPENDICES

Introduction of Appendices includes:

Suggested indicative content to support delivery
Sample assessment
Sample assessment rubrics where appropriate

MODULE CONTENT

Broader and updated indicative content
Is suggested and not mandatory
Can be kept up to date
Suggested methodologies
Suggested resources to support delivery

SAMPLE ASSESSMENT

Examples of sample briefs or exams appropriate to the update.
Guide or tool in the development of Locally Deviced Assessment

SAMPLE ASSESSMENT RUBRICS

Depending on the assessment technique a sample rubric was developed to support assessment of the sample assessments.
Designed to support educators and External Authenticators
Provides learners with clear understanding of the assessment criteria.
Good tool to communicate the assessment criteria and outcomes with learners.

IMPLEMENTATION

SUPPORTING ROLLOUT OF UPDATED MODULES IN KWETB

Revised CAS Modules | QA Programmes | Microsoft Teams houses the updated modules for delivery as of August 2025

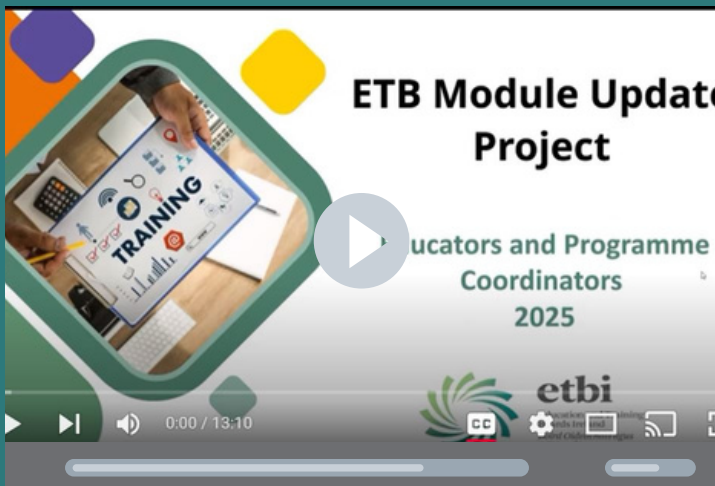
A survey was sent out through the TEAMS channel to ascertain additional supports needed.

We have included a Frequently Asked Questions (FAQs) document to the TEAM

We have a planned second briefing for educators and coordinators (date to be confirmed) on the CAS revised modules to:

- **Outline the CAS module review project to date.**
- **Discuss what communities of practices are and how they can support delivery.**

Many thanks for your co-operation with this roll-out; it is expected that this first phase will inform the next phases of review and updating of our CAS programme modules.



ETB Module Update Project OVERVIEW of CAS review video

**If you have questions
please contact your
Coordinator
or
fionabradshaw
@kwetb.ie**

REVISED MODULES LIST

Level 4	Level 5	Level 6
Communications	Business Administration	Administration Practice
Information Technology Skills	Communications	Communications
Personal Effectiveness	Exercise & Fitness	Special Needs Assisting
Spreadsheet Methods	Information & Administration	Spreadsheets
Word Processing	Nutrition	Training Delivery & Evaluation
Work Experience	Payroll Manual & Computerised	Training Needs Identification & Design
	Personal Effectiveness	Word Processing
	Special Needs Assisting	Work Experience
	Sports & Recreation	
	Spreadsheet Methods	
	Text Production	
	Word Processing	
	Work Experience	

QUALITY ASSURANCE NEWS



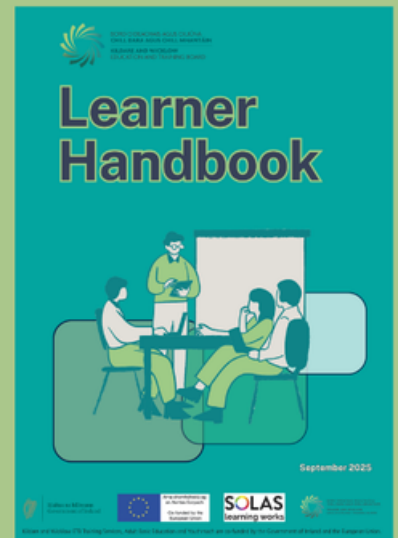
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KWETB Quality Assurance Team News

Our Learner Handbook for FET is now published.

This user-friendly handbook is to support learners as they embark or continue their learning journey. The great time and effort given to publishing this handbook has been praised for its accessibility and depth of information both locally and nationally.



Our Learner Handbook encourages learners to engage in their own learning and reassures them that their achievements will be assessed fairly and in a transparent manner. “ensuring every learner benefits from high-quality, equitable, and impactful learning experiences.”

**The KWETB Quality Assurance Team present our Vision
& Mission for further enhancing a Quality Culture
across our organisation.**

Vision

To foster a culture of quality, excellence, accountability, and continuous improvement across Further Education and Training, ensuring every learner benefits from high-quality, equitable, and impactful learning experiences.

Mission

To uphold the quality and integrity for Further Education and Training by developing, implementing, and continuously improving robust quality assurance systems that support learner success, promote best practice, consistency and equity, that ensures compliance with national and international standards.

The Quality Assurance Team section on the KWETB website has been updated.



In here you will find access to all things Quality Assurance including the QA Team Vision & Mission, links our Quality Assurance Framework and Learner Handbook, and also links to all of KWETB's policies and procedures, as well as information on all of our Governance of Quality Structures and Quality Assurance e-zine archives.

Please do encourage our learners and staff to familiarise themselves with our new webpage

KWETB FET Quality Assurance

Your FET Quality Assurance Team

FETQuality@KWETB.ie

MICROCREDENTIALS



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CUSTOMER EXPERIENCE DESIGN FOR BUSINESS:

NEW MICRO-QUALIFICATIONS FOR IRISH BUSINESSES

The **Training Services Project Team**, supported by the Innovation through Collaboration funding stream from SOLAS, has developed a Customer Experience Design for Business Special Purpose Award (QQI Level 6).

This award, worth 15 credits, is made up of three micro-qualifications:

Customer Experience and Business Strategy
Design Thinking for Business Innovation
Embedding Organisational Resilience

RESPONDING TO THE EXPERIENCE ECONOMY

The programme equips learners with the knowledge and skills to thrive in today's Experience Economy—where businesses create value not only through products and services, but through immersive, customer-centred experiences that foster lasting emotional connections.

Participants will explore customer personas, journey mapping, internal and external customer relationships, and the influence of communication, technology, and employee engagement on business success. The award is open to employees across all sectors and roles—from team leads and managers to business owners—who want to integrate customer-experience strategies into their organisations.

EVIDENCE-BASED DEVELOPMENT

To shape the curriculum, the project team commissioned in-depth research across the retail, hospitality, healthcare, and financial services sectors. This work culminated in the white paper “The Experience Economy and its Evolution in a Modern Irish Context.” Workshops and information sessions with diverse industry stakeholders and subject-matter experts ensured the programme directly addresses current and emerging skills needs.

TARGET LEARNER PROFILE

This programme is intended for all employees in business and enterprise environments, including large corporations and SMEs, across all sectors of economic activity. It is suitable for individuals in various roles and functions, from management and supervisory positions to team-leads, technical staff, business owners, employees developing customer experience strategies for their business and employees who wish to add customer experience competencies to their skillset.

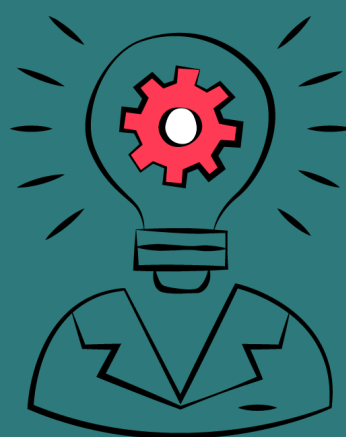
BUILDING RESILIENCE FOR CUSTOMER RELATIONS

Alongside the Level 6 Special Purpose Award, the project team created a QQI Level 5 micro-qualification, Building Resilience for Customer Relations, designed for employees in all sectors.

Participants will explore key concepts such as empathy, respect, and cultural awareness, recognizing how diverse perspectives influence interactions. They will gain insights into the power of a positive attitude, learning to manage stress, build determination, and sustain motivation in challenging situations.

Through reflective practice models, learners will develop self-awareness and a commitment to continuous improvement. By applying resilience-building techniques, participants will enhance both their personal growth and professional performance, ultimately contributing to exceptional customer experiences.

Once formal validation from QQI is granted, rollout to businesses across Kildare and Wicklow is planned for 2026, supporting organisations that place customer experience at the heart of their strategy.



Delivery will be through the Skills to Advance Route 3 regional initiative, with Education and Training Boards nationwide seeking differential validation to offer the programme across their regions.



SUSTAINABILITY



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**THE ENERGY & SUSTAINABILITY
WORKING GROUP MEETING WAS
LED BY KWETB CLIMATE ACTION
CHAMPION – KEN SEERY,
DIRECTOR OF FET**



The objective for KWETB is to improve the energy performance of our schools and education centres in line with best practice and guidelines.

KWETB Climate Action Road Map is a plan developed by KWETB to outline how we will implement the National Climate Action Mandate.

The Mandate itself is a government policy document that sets out the objectives and requirements for public bodies in Ireland to demonstrate leadership.

The Energy & Sustainability Working Group is a collaborative team of Green Team leads from across the organisation. This group is committed to advancing initiatives that promote energy conservation, the adoption of renewable energy, waste reduction, and overall environmental stewardship.

For more information check out:

[KWETB Energy & Sustainability SharePoint site](#)

**REDUCE
YOUR
USE**

CENTRE NEWS



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THE NEXT CHAPTER LEIXLIP YOUTHREACH MOVES TO CELBRIDGE



Leixlip Youthreach staff and students on their final day of classes before the move to Celbridge

In early 1991 Zig and Zag were topping the charts, Charlie Haughey was Taoiseach, the unemployment rate was topping 14% and in county Kildare Leixlip Youthreach was opening its doors for the first time.

Since then, many hundreds of students and dozens of staff have passed through its doors. Now, after almost 35 years on Mill Lane in Leixlip, the project has moved to new accommodations alongside VTOS at Celbridge Further Education and Training Centre. Over the coming months the project will take up permanent residence at a new Youthreach centre in the same building

The Ireland of today is almost unrecognisable compared to the early 1990s. Education too has undergone immense change, but the commitment to supporting students as they navigate the journey to adulthood and strive to find their place in the world has remained a constant throughout the years. Staff and students alike look forward to continuing that legacy of learning and community at our new home in Celbridge.

Derek O' Halloran Resource Worker, Leixlip Youthreach

CELEBRATING INTERNATIONAL LITERACY DAY A COLLABORATIVE STEP FORWARD



To mark International Literacy Day on 8th September 2025, South Leinster Citizens Information Service (CIS) and South Leinster Money Advice and Budgeting Service (MABS) are delighted to host representatives from Kildare and Wicklow Education and Training Board (KWETB) at their offices in Bray.

This special event offers an opportunity to showcase each organisation's services, exchange knowledge, and explore collaborative pathways to better support KWETB learners and service users.

This initiative is rooted in the national Adult Literacy for Life (ALL) Strategy, which aims to bridge literacy gaps by fostering open conversations about literacy, creating literacy-friendly environments, and raising awareness of support services in local communities.

WHY IT MATTERS

In Ireland today, more than 700,000 people face unmet literacy, numeracy, and digital needs. As society becomes increasingly digitised, navigating everyday tasks—from booking appointments to accessing public services online—can present real challenges. CIS's Digital Help Service, designed to support individuals with digital literacy, is a timely and vital resource that resonates with this year's Literacy Day theme: Promoting Literacy in a Digital Age.

United for Change

Martina Cronin, Development Manager with the Citizens Information Service notes that “Literacy is more than reading and writing—it's about making sense of the world around you. We're proud to stand together to make it more accessible.”



A Bray MABS representative comments “Financial wellbeing begins with understanding—and that starts with literacy. MABS is proud to be part of this initiative.”

KWETB Chief Executive Dr. Deirdre Keyes says “Digital literacy is the new gateway to opportunity. This collaboration ensures no one is left behind.”



HONOURING 50 YEARS OF CIS

This event also coincides with CIS's 50th anniversary of information provision, a milestone being marked by a commemorative exhibition at the Bray office. While the event is not open to the public, it offers a reflective moment to acknowledge the thousands of lives positively impacted over the past five decades.

IMPORTANT DATES



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Submit an article
deadline for winter e-
zine: 14th November



A poster for KWETB FET! featuring a lightbulb icon, the KWETB logo, and a central graphic of a megaphone and a scroll. The scroll contains the text: 'THE QUALITY ASSURANCE TEAM WANT TO HEAR FROM YOU' and 'SUBMIT YOUR E-ZINE ARTICLE HERE'. Below the scroll, it says '2025 submission deadlines' and 'Winter 14th November'. At the bottom, it provides the contact email 'AislingForan@kwetb.ie' for more information.

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KWETB FET!

THE QUALITY ASSURANCE TEAM
WANT TO HEAR FROM YOU

SUBMIT YOUR E-ZINE ARTICLE HERE

2025 submission deadlines

Winter 14th November

Contact AislingForan@kwetb.ie
for more information

CAS review

**Rollout of the revised
modules commenced
September 2025.**

**Final date for
certification of original
modules in the CAS
review is June 2026**