

Terms of Reference

Public Information and Communication Group

ROLE:

The **Public Information and Communication Group** is a sub-group of the KCETB Quality Assurance Oversight (QA) Committee.

A Chair will be nominated from the KCETB Quality Assurance Oversight Committee. Reports and recommendations will be submitted through the KCETB Quality Assurance Oversight Committee. Reports may take the form of minutes or draft minutes of meetings.

PURPOSE:

The purpose of this group is to inform and create a Public Information and Communications Policy for KCETB FET in line with the overall [KCETB Strategy Statement 2017-2021](#), [SOLAS Future FET: Transforming Learning 2020-2024](#) and guidelines from the relevant awarding bodies including section 9 of the [QQI Core Statutory QA Guidelines 2016](#).

To this end the following objectives and actions have been identified in order to achieve this purpose.

OBJECTIVES/ACTIONS:

Objective/Action	Timeline
<ul style="list-style-type: none">Identify the KCETB FET audience in respect of Public Information (External) and Communication (External and Internal).	March/April 2021
<ul style="list-style-type: none">Compile a list of current public information and communication methods within KCETB FET provision including websites, emails, social media, handbooks, information leaflets, radio and televisions advertising etc.	March/April 2021
<ul style="list-style-type: none">Create a list of all KCETB FET centre websites and ensure that the various KCETB FET centre websites and social media platforms link to and from the KCETB website.	March/April 2021
<ul style="list-style-type: none">Identify gaps and areas for development by researching individual KCETB FET centre websites and the KCETB overall website (including the QA website) with a view to establishing best practice in providing public information and communication. Consider the Public Information and Communication Section (9.1, 9.2 and 9.3 – pg. 19) of QQI Core Statutory QA Guidelines 2016	May/June 2021
<ul style="list-style-type: none">Agree a style guide for providing course information to the public to ensure consistency and to build the KCETB FET brand. Consider the Public Information and Communication Section (9.1, 9.2 and 9.3 – pg. 19) of QQI Core Statutory QA Guidelines 2016	May/June 2021
<ul style="list-style-type: none">Identify appropriate methods and means of communicating with learners in relation to assessment changes, surveys, key updates etc. Consider the	March/April 2021

Public Information and Communication Section (9.1, 9.2 and 9.3 – pg. 19) of QQI Core Statutory QA Guidelines 2016	
<ul style="list-style-type: none"> • Agree a style guide for a learner handbook template, to include for example: <ul style="list-style-type: none"> a) A standardised learner complaints/grievance procedure for implementation at centre level which might include an appeals process. b) A standard course evaluation form. c) Establish a template for learner exit interview. 	September/October 2021
<ul style="list-style-type: none"> • Compile a draft Social Media Policy for use in KCETB FET. 	November/December 2021
<ul style="list-style-type: none"> • Identify the key elements that make up a complete Public Information and Communications Policy for KCETB FET. 	December 2021
<ul style="list-style-type: none"> • Evaluate the progress of the overall policy and identify further objectives that need to be realised in line with the purpose of creating the complete policy. 	December 2021

PARTICIPANTS

- The QA Oversight Committee will nominate participants to this group.
- If representatives are not in a position to attend they should discuss this with their manager.
- A Quorum is needed for each meeting: 50% of the participants + one.
- The QA Oversight Committee may co-opt participants to the Public Information and Communication Group with specific expertise if required.

The membership of this subcommittee will consist of:

- 1 Adult Education Officer
- 2 PLC teachers
- 1 Adult Education Co-ordinator
- 1 QA Officer
- 1 PD and TEL Co-ordinator
- 1 Corporate Services staff member
- 1 Training Services representative
- 1 Adult Education staff member

STRUCTURE

- The **Public Information and Communication Group** will be chaired by Bernadette O'Rourke, as a member of the QA Oversight Committee.
- A note taker will be appointed by the group, this position may rotate.

MEETINGS

- The **Public Information and Communication Group** will meet as required to achieve the objectives/actions outlined herein or as directed by the QA Oversight Committee.