



**QVI**

**10 YEARS**

# Learner Engagement at QVI

# Project Initiation



Responsibility

Customer  
charter

Champions

Policy and  
Standards  
Committee






## Survey

Acquaint ourselves with existing good practices  
Identify potential gaps  
Understand challenges






## Working group

Develop a partnership with learners and key stakeholders  
Provide guidance on how to proceed  
Present insights from the learner perspective

-  Engagement across the organisation
-  The benefits of QQI engaging with learners
-  Importance of organisations such as USI and NStEP in connecting QQI with learners

## Challenges:

-  Sourcing learners
-  Time commitment
-  Continuity of student representatives

**A more systemic approach**

# Working Group

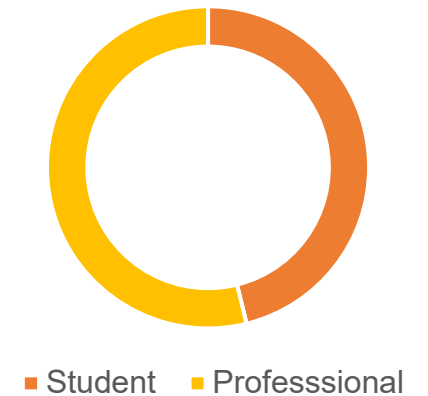


- Oisín Hassan (Chair) – NStEP
- Barry Carson - Apprentice
- Brenda Meira de Azevedo - HE Student
- Caoimhe Marshall (joint project lead) - QQI
- Catherine Pattinson - FET Learner
- Glenn Curtin - HE Student
- Jessica Martin, National Sales Apprenticeship Programme MSLETB
- Kevin McStravock, QAA
- Lisa Kehoe (joint project lead) - QQI
- Marcelo Macedo - ELE Student
- Megan O'Connor, USI
- Orlaith O'Loughlin, QQI
- Paula O'Shea - FET Learner

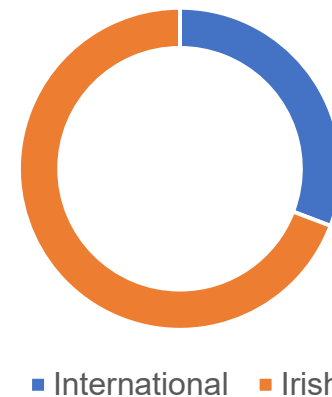
Sector Representation



Student Representation



International Voice



# Learner Perspective

A screenshot of a Zoom meeting interface. The top bar shows the time as 13:44 and various controls like 'Request control', 'People', 'Chat', 'Reactions', 'More', 'Camera', 'Mic', 'Share', and 'Leave'. The main content area is a presentation slide with the QQI 10 Years logo and the text 'Student/Learner Engagement Project', '12 April 2022', and 'Caoimhe Marshall and Lisa Kehoe'. The right side of the screen shows a gallery view of several participants in a grid. The name 'Caoimhe Marshall' is visible in the bottom left corner of the meeting window.

13:44

Request control

People Chat Reactions More

Camera Mic Share Leave

Unmute (Ctrl+Shift+M)

**QQI**  
10 YEARS

**Student/Learner  
Engagement Project**

12 April 2022  
Caoimhe Marshall and Lisa Kehoe

Caoimhe Marshall

- **Strengthening Student Partnership**
  - Collaboration through the engagement process
- **Students as co-creators**
  - Opening a Dialogue and Building Trust
- **Representation**
  - Reducing bias and increasing diversity

# Outcomes



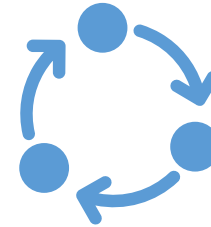
Advancement of the  
conversation



Amplification of best  
practice



Centralised depository  
of practices and  
resources



Process for learner  
engagement



Identification of areas  
for improvement

# Challenges



Learner  
interactions V  
Learner  
Engagement

Gathering current  
practice

Deciding on the  
best approach

Learner awareness  
of QQI

Variety of QQIs  
work



To date, the project is a great success:

- Diverse working group including, HE, ELE, International, Postgrad and FE representatives
- Framework developed for engaging with learners
- Presenting project at EQAF Conference in November
- Presenting finalised report to QQI in November

We scratched the surface, potential for lots more development:

- Implementation of recommendations
- Dissemination of learner engagement report and resources
- Promotion of learner engagement
- Training for QQI staff on learner engagement



**QQI**  

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