



## Quality Assurance - Policies and Procedures

### Introduction

In order for the EGEU standards to be maintained at a consistently high level it is crucial that Quality Assurance policies and procedures are developed and each education institution approved to deliver the training standards works to them. On top of this it is important that regular audits are carried out to ensure this is happening in reality. The following guidelines have therefore been developed to ensure that centres that have been approved work within the Quality assurance policies and procedures. These are not meant to be overly stringent as it is expected that the education centres will already have QA procedures in their own education establishment and so these guidelines clarify what the EGEU requires and the timings of audits visits.

### 1. Course Documentation

For each level of the EGEU standards, Golf Course Greenkeeper, Golf Course Supervisor and Golf Course Manager, course documentation is required for the approval process. The information will give an overview of the course design, training resources, teaching methods and assessments to be used.

For each subject area a master file needs to be created. This should include the following information

- i) Description of the subject/s
- ii) Copy of the EGEU standards for the subject/s
- iii) A description of the course design including hours of teaching, teaching methods to be employed and breakdown of activities
- iv) A list of teaching resources to be used including learning materials, books, video's, CD's, guest speakers, visits planned, practical placements etc
- v) A master copy of the assessments to be used for testing the students knowledge and practical ability
- vi) Marking schemes for each assessment

### 2. Internal Verification

For every course approved at least 1/3<sup>rd</sup> of the course must be internally verified each year by the education establishment. This ensures that the whole course/s are verified every 3 years as a minimum requirement. The internal verification process requires;

- i) A list of internal verifiers the education establishment allocates and for which subjects (a teaching member of staff can't verify their own work so at least 2 people within the organisation will be required if they also teach)
- ii) The use of working greenkeepers from the association verifying the practical assessments is recommended
- iii) An internal verification plan each year submitted to the EGEU
- iv) Evidence provided to the EGEU that the verification has been completed and a brief report on the findings/changes for future courses to be implemented
- v) Meetings with students and the local industry including the Greenkeeping Association and Golf Federation/Union of the Country must be part of this process.

### **3. External Verification**

The EGEU will make one visit within 24 months to each education establishment to ensure the quality of the learning and teaching. Each centre will be visited in the first year of operation. At that time the following will be required to be made available;

- i) all relevant teaching staff
- ii) the master files
- iii) internal verification documentation
- iv) minutes of verification meetings including those where the students and local industry/Greenkeeping Association/Golf Federation/Union has been present
- v) students assessment materials

These visits will be reduced to each 24 or 36 months if a centre consistently shows competence and meets the external verification requirements. For centres whom the EGEU has concerns over following an external verification visit an annual visit will be carried out until such times as it is felt a 24,36 month visit is now appropriate

Following each external verification visit the following information will be created

- i) A verification report to be made available to the education centre, the EGEU board and the Greenkeeping Association/s of the country/s
- ii) A recommendation to the timing of the next visit, eg. 12,24 or 36 months
- iii) A list of improvements required if appropriate
- iv) A list of best/innovative practice to be shared amongst all approved centres
- v) A suspension on the centre approval if the centre is not deemed to be working at the correct standards. In this instance the EGEU board would be immediately informed and a decision on the centres future decided at board level.

It is recognised that the education authority in a country will potentially have different QA systems and requirements to the above, which have been used to approve the course(s). The EGEU will, where possible amend the above

policies and procedures to assist the centre to meet the EGEU requirements so long as the overall quality procedures are being met.

In the event of a serious breach of quality assurance the EGEU will take appropriate action.