



# ROAD MAP to MEANINGFUL ENGAGEMENT and IMPACT

## THE STRATEGIC IMPERATIVE

Quality and Qualifications Ireland (QQI) is the independent State agency responsible for promoting quality and accountability in education and training services in Ireland. Our mission is to sustain public confidence in the quality of education and training, promote trust in the National Framework of Qualifications and drive a culture of continuous improvement by education and training providers. Strategic collaborative engagement with our stakeholders was identified as key to the success of our initiatives and resulted in the creation of a new Stakeholder Engagement and Communications Division that focusses on building mutually beneficial, strategic partnerships. The work of this unit underpins QQI's strategic priorities.

## ANALYSIS AND IMPACT

To use our unique position as the agency that spans all post-secondary education and training to analyse and demonstrate the impact of measures taken to improve the quality of education and training for the benefit of learners.

## COLLABORATION AND ENGAGEMENT

To support a high-quality education and training system through mutually beneficial strategic partnerships.

## PRIORITIES

## STAKEHOLDER ENGAGEMENT AND COMMUNICATIONS DIVISION

QQI has established a new Stakeholder Engagement and Communications Division to work across the organisation to support the business units towards a more strategic and coordinated corporate approach to stakeholder engagements. Communications is an essential aspect of our work and this new initiative was motivated by feedback from stakeholders. Stakeholder engagement aims to:

- Establish and maintain structured and purposeful corporate relationships with our stakeholders in line with our strategic objectives and priorities.
- Communicate and explain our roles and responsibilities to stakeholders in clear straightforward terms. Ensure that our key messages are understood by stakeholders.
- Manage our corporate relationships with high impact stakeholders (government departments, funding agencies for education and training) and collaborators.
- Promote collaborative engagement with our stakeholders through MOUs, joint projects, events and other national initiatives.

Stakeholder Priority Mapping	Developing Stakeholder Strategy/ Framework	Liaising with QQI Business Units	Ireland's Framework of Good Practice for Research Degrees	International MoUs China/ Malaysia/UK...	Stakeholders in the ENQA Review process	DES Engagement	Government Departments Engagement
Employers/ industry involvement and engagement	Agency (HEA/SOLAS) engagement (MOUs)	Strategic Provider Engagement	Student Engagement (USI)	THEA/IUA/ETBI Engagement	Student Engagement (NSTEP)	Consultative Forum NFQ Advisory Forum	Professional Regulatory Bodies Engagement
NFETL Engagement	Social Partners Engagement (TUI)	Collaborative Policy Development	Quality Enhancement Projects & Events	Supporting Engagement with Students - NSTEP, the National Student Engagement Programme, was established in 2016 by the Union of Students in Ireland (USI), QQI and the Higher Education Authority to embed student involvement in the decision-making processes of their educational institutions be that governance, management, quality assurance or teaching and learning		Structured and planned consultation - The QQI Consultative Forum is a multi-stakeholder body that reaches a broad range of QQI stakeholders through its biannual meetings. A robust consultative framework that ensures that structured consultation with and feedback from stakeholders on the development of QQI policies	
					Engaging with parallel QA systems for regulated professional education: Working with the Professional Regulation and Accreditation bodies on collaborative QA and accreditation projects		

NFETL Board

ISSE Steering Group

Data Projects

SOLAS PLC

NFQ Advisory Group

### BOARDS/ADVISORY COMMITTEES ETC.

SOLAS UDL for FET Guidelines Advisory Committee

National FET Learner Forum Advisory Group

National Doctoral Framework Advisory Forum

ENQA Appeals and Complaints Committee

Membership of External Boards/ Councils

## STRATEGIC ENGAGEMENT ON BOARDS AND COMMITTEES

## IMPACT AND BENEFITS

### TO THE AGENCY

- Planning results in more effective engagement and an enhanced understanding by core stakeholders that impact upon the work of the agency.
- Collaboration establishes a broader profile for the organisation overall and an opportunity to demonstrate agency knowledge and expertise.
- The agency is included in advance of system-level change initiatives.
- Enhanced communications and understanding of the work of the agency.

### AT SYSTEM-LEVEL

- Provides an opportunity to work on system-level challenges and problem-solving in a joined-up way as engagements and dependencies develop trust and better working relationships.
- Reduces policy overlap in the higher education system and the burden on providers.
- Opportunities to work on mutually beneficial joint system projects.
- More fit-for-purpose policies, QA guidelines and procedures as formal liaison points are established in stakeholder organisations (MOUs).