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| QUALITY FRAMEWORK PILLARSQuality Standard Areas 2019 |
| Organisational Management | Personnel and Development | Learning Environment | Programme |
| 1. Ethos | 10. Staff Team  | 18. Child Protection and Safeguarding Policies and Practices | 22. Programme Development Delivery and Review |
| 2. Planning and Evaluation | 11. Staff Recruitment and Induction | 19. Code of Behaviour  | 23.Teaching and Learning  |
| 3. Communications and Links with the Community | 12. Staff Development and Training | 20. Equality and Interculturalism | 24. Recruitment of Learners and Admission  |
| 4. Transparency and Accountability | 13. Staff Support | 21. Implementation and Evaluation of a systematic approach to Soft Skills Development | 25. Initial Assessment Induction and Review  |
| 5. Administration and Financial Management | 14. Critical Incident Planning |  | 26. Learning Assessment and Certification  |
| 6. Record Keeping | 15. Support Services and Practices  |  | 27. Support Structures for Learners  |
| 7. Health and Safety | 16. Implementation of the WEB Wheel model in centres |  | 28. Language, Literacy and Numeracy  |
| 8. Premises | 17. Evaluation of the SEN Initiative in SENI centres |  | 29. Social Personal and Health Education  |
| 9. Equipment |  |  | 30. Work Experience |
|  |  |  | 31. Transfer and Progression  |

21 Headings unchanged

 2 Combined Areas

 6 New areas added

 2 Headings changed – PR is now within QA 3 Communications and links with the Community