

DEFENCE FORCES SCHOOL OF CATERING  
(DFSC)

QUALITY ASSURANCE  
GUIDELINES FOR THE PROVISION  
OF TRAINING & EDUCATION  
2021



Óglaigh  
na hÉireann  
IRISH DEFENCE FORCES

「STRENGTHEN」  
「THE NATION」

**OFFICER COMMANDINGS FOREWORD**  
**DEFENCE FORCES SCHOOL OF CATERING**

The Defence Forces School of Catering (DFSC) is the primary institution which is tasked with the delivery of all catering and catering management training to members of the Defence Forces (DF). The school has been in operation as a training establishment of the DF since the foundation of the National Army in 1922. Since then it has been known under various titles, Army School of Cookery, Army School of Catering and its latest title the Defence Forces School of Catering. While its appellations have changed with the trends of the times, its core mission has not; it still remains the centre and repository for all DF catering skills and catering management training.

**Mission**

***“The Defence Forces School of Catering provides professional military training and education to all DF Cooks and other DF personnel as required, provides catering advice and support to units and personnel preparing for overseas deployment, provides training support to units of the DF with its unique abilities, advises those responsible on HACCP and catering matters and provides further training for DF Cooks.”***

**Training**

The school conducts training ranging from basic culinary skills training for new inductees into the catering branches of the DF, to management courses for junior leaders, senior NCOs and officers. It trains personnel for the provision of catering services in both the barracks and in the operational setting, both overseas and at home or at sea. The DFSC is justifiably proud of its record, which delivers high class and professional culinary skills and catering management training to personnel of the DF. We have become a centre of excellence for the delivery of catering training to our trainees and for the provision of expert advice on catering issues to units and formations in the wider DF.

**Strategic Vision**

Training methods and approaches to learning in the school have evolved over the years. In the latter years there has been a sea change in relation to the delivery of craft and management training. All personnel who complete the Young Entry and Advanced Chef's Course are awarded the Certificate in Professional Cookery. The strategic vision of the school is to keep up to date with the professional awards and standards that are available in the outside training establishments in the craft areas. We also must be relevant to the catering needs on the DF in terms of catering management training and providing specialist advice on the catering matters at home and overseas.

**M. McGRATH**

**COMDT**

**OC DFSC**

## 1. Introduction

- 1.1. **Background.** The Defence Forces School of Catering (DFSC) aims to provide professional military training and education to all DF Cooks and other DF personnel as required, provides catering advice and support to units and personnel preparing for overseas deployment, provides training support to units of the DF with its unique abilities, advises those responsible on HACCP and catering matters and provides further training for DF Cooks. Several key documents provide context to the DF decision to put accreditation models in place with external collaborative partners to formally recognise learning undertaken by members of the DF throughout their careers. As such, the accreditation of DFSC training is supported at a strategic level as outlined in the White Paper on Defence (2015), the Defence Forces Policy for Training and Education (2019) and the Defence Forces Quality Assurance Policy and Procedures (2020) and as summarized in Annex A.

This document will outline the DFSC QA Policy and Procedures and will act as a guidance document for staff and students of the DFSC.

A copy of these procedure will be provided to all students upon commencing a course in the DFSC.

- 1.2. **Commitment.** The DF, through the function of Training and Education Branch, hold responsibility for quality and its assurance for all DF courses, including those conducted by the DFSC. The DFSC has committed to uphold the standards set by the Defence Forces Quality Assurance Policy and Procedures (2020) to provide accreditation for learning conducted within the DFSC, where appropriate. The accreditation sought must adhere to the standards laid down in the Qualifications and Quality Assurance (Education and Training) Act 2012, and as governed by Quality and Qualifications Ireland (QQI).
- 1.3. **Accreditation by External Awarding Bodies.** External accreditation ensures that the educational and training outputs of the DFSC are in line with best international practice. Externally validated and accredited training and education also makes the DFSC more attractive as a potential career and assists with retention. The DFSC has developed two (2) accredited programmes, validated by QQI. The DFSC currently does not have the power to confer academic awards under the terms of the Qualifications and Quality Assurance (Education and Training) Act 2012, this power rests with QQI.
- 1.4. **Policies and Procedures.** When considering aspects of QA in externally accredited DFSC Training and Education activities, the DFSC take into consideration the QA policies and procedures of the respective awarding body as appropriate. Officer Commanding (OC) DFSC shall conduct liaison with QQI, and other relevant further education providers, on issues concerning QA, with support from the DF Registrar where appropriate.
- 1.5. **QA Review and Amendment.** As directed by DF Training and Education Branch, DF QA Policies and Procedures and related documents shall be subject to review as required but at a minimum every three (3) years. The DFSC QA procedures will be reviewed, and amended as necessary, in line with and amendments to DF level policies. The Defence Forces Academic Council shall agree proposed changes and these shall be recorded in the list of amendments. The Registrar shall notify all amendments to QQI.
- 1.6. **Context.** QA refers to the mechanisms and procedures adopted by DFSC to assure the necessary quality in its training and education activities in order to meet the requirements of the White Paper on Defence (2015), or as identified by QQI, where appropriate. It is the process through which the DFSC assures themselves, and their stakeholders, that they consistently reach the highest standards possible in all aspects of their activities. It

embodies planning, defining, encouraging, supporting assessing, reviewing, improving practice and encompasses concepts such as standards, excellence, value for money, fitness for purpose, Lessons Learned and meeting stakeholders' needs.

- 1.7. **Governance.** Training Instruction (TI) 02/19 for the Conduct and Administration of Authorised Courses in the Defence Forces outlines that military courses are conducted on the authority of Deputy Chief of Staff Operations (D COS [Ops]). Therefore, ultimate authority and governance for all training and education programmes and modules is the responsibility of D COS (Ops), through the Director of Training and Education Branch (J7), and shall be conducted as per the relevant Training Instructions.

## 2. Quality Assurance System

### 2.1. The Aims of the Quality Assurance System are as follows:

- a. In order to make optimum use of its assigned resources, the DFSC designs and delivers training and education activities which adhere to the highest relevant benchmarked standard.
- b. The DFSC QA system ensures the highest standards of quality in educational provision and related services are achieved and maintained. It provides a guide to all staff and students of the DFSC, to ensure procedures are working coherently to form an integrated whole.
- c. In order to gain societal and professional recognition for the training and education undertaken by members of the DF in the DFSC it is necessary to provide external accreditation in compliance with the standards and guidelines for QA in the European Higher Education area. Therefore, the quality standards for the DFSC programmes and courses shall adhere to the QA standards laid down by the recommendations of QQI.
- d. All accredited programmes and courses will adhere to the QA criteria as outlined by QQI Policy on Quality Assurance Guidelines (2015) and QQI Core Statutory Quality Assurance Guidelines (2016).
- e. All programmes of Training and Education in the DF, including those conducted in the DFSC, are strictly governed by TI 02/19 'The Conduct and Administration of Authorised Courses in the Defence Forces'. This Instruction standardises the procedures and practices for the management, administration, assessment, review and quality standards of all DF training and education programmes, thereby, monitoring the provision of programmes and courses and ensuring that quality standards are maintained.

### 2.2. Quality Assurance: Defence Forces Philosophy. The DFSC aims to embody the three core principles upon which the QA process within the wider Defence Forces is based:

- a. The Defence Forces is a life-long learning organisation. A significant portion of time when NOT engaged in operations is spent in training and education. Since the evolution of the State, the DF has always sought to enhance the learning experience of its personnel through formal, informal and work-based learning.
- b. Collective institutional responsibility for the quality of programmes and courses delivered by the DF rests with the conducting training institutions as laid down in TI 02/19 The Conduct and Administration of Authorised Courses in the Defence Forces.
- c. Where programmes and courses are accredited by HEIs and delivered by the DF, QA standards shall adhere to and be equal to or greater than that of the relevant HEI.

**3. Agreements: Legal standing and efficacy of formal agreements including appropriate inclusion of QA processes in agreements.**

- 3.1. **Legal Standing.** The Legal standing of all DF Training and Education Programmes and Courses are governed by Defence Forces Regulations (DFRs) as provided for under the Defence Act 1954, as amended.
- 3.2. **Provision.** The DFSC QA policy and procedures aligned to the DF QA Policy and Procedures and in line with recommendations for provision as stated by QQI at the time of validation and any subsequent revalidation or review processes.
- 3.3. **Student Selection and Learning.** The advertising of DFSC courses is provided for through Routine Orders (ROs) which are distributed in every unit of the DF. Training Needs Analysis (TNA) will be completed by 2IC<sup>1</sup> DFSC based on the strength of Cooks in station and an assessment of demand and will subsequently provide each Formation with their allocation of places on DFSC courses. Formations will select suitably qualified personnel in accordance with the qualifying criteria for each DFSC course, as outlined in the course syllabi. DFSC are NOT the selecting authority for DFSC courses.
- 3.4. **Transfer and Progression of Learners:** Transfer and progression of learners through DFSC courses will be conducted in accordance with TI 02/19 The Conduct and Administration of Authorised Courses in the Defence Forces. The standard progression through the DF Cooks education and Career Stream is as follows:

<b>Training Syllabus (TS) Number</b>	<b>Syllabus Name</b>	<b>QQI Accredited Level</b>
TS 069/2017	Preliminary Young Entry Cook	N/A
TS 09/2016	Cook Conversion Course (see note a. below)	N/A
TS 60/2014	Young Entry Cooks Course	Level 5 (QQI)
TS 24/2020	Advanced Cooks Course	Level 6 (QQI)
TS 08/2013	Junior Management Chefs Course	N/A
TS 06/2012	Standard Management Chefs Course	Level 7 (IT Carlow)

- a. In circumstances where a DF member has completed catering training external to the DFSC, OC DFSC will review their record of training and qualifications. OC DFSC will consult with QQI where applicable to verify the relevant standard of any qualifications or awards. OC DFSC may also recommend the completion of a Recognition of Prior Learning (RPL) in order to further quantify the applicant's experience. OC DFSC may then recommend that applicants with suitable previous qualifications complete the TS 09/2016 Cooks Conversion Course, or as amended, and enter the DF Cooks Career Stream at the level deemed appropriate to their previous training.

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<sup>1</sup> Second in Command (Captain Appointment in DFSC)

#### 4. Evaluation, Monitoring and Review

Evaluating and reviewing DFSC programmes of education and training and how they are delivered is a key element of the DFSC QA process. The purpose of this evaluation is to allow existing effective practices to be maintained while areas needing improvement are identified and addressed. Evaluation, monitoring and review processes are continuous, and will contribute to the review processes outlines in Chapter 5. Evaluation, monitoring and review processes conducted as part of the DFSC QA procedures are summarized in Annex B and are as follows:

Level 1: DFSC Self Evaluation

Level 2: Brigade Monitoring Teams

Level 3: Training and Education Branch (J7) Training Evaluations

Level 4: External Validation

4.1. **Responsibility**; The overall responsibility for the monitoring of QA in the DF education provision lies with the DF Registrar, however OC DFSC will implement DFSC level QA in order to ensure DFSC meets the QA guidelines set by DF QA Policy and Procedures (2020). OC DFSC will ensure that lessons identified throughout all levels of DFSC QA process are considered during programme amendment process, where appropriate.

4.2. **Level 1: DFSC Self Evaluation**: OC DFSC is responsible for evaluation, monitoring and review of all DFSC programmes of education and training. This is achieved using the following processes, as highlighted in Annex C:

a. Weekly Academic Meetings: Academic staff of DFSC will convene on a weekly basis in order to discuss ongoing and upcoming training and education. Meetings will be chaired by OC DFSC. In his/her absence, OC DFSC will nominate a substitute. Agenda for the meeting will be circulated by the meeting chair at least 24 hours in advance of the meeting. The content of these meetings will include, but are not limited to, the following topics:

1. Minutes of previous meeting and matters arising.
2. Previous weeks programme of training
3. Coming weeks programme of training
4. Progress of students on current courses
5. Time and attendance of all staff for the coming week
6. Any issues raised by Class President to staff, to include any academic concerns of raised by students.
7. OC DFSC remarks
8. AOB

OC DFSC will nominate a member of staff to record the minutes of each meeting. Once approved, OC DFSC will circulate the minutes to all staff members. The Officer In Charge (OIC) of each ongoing course will inform their students of any matters arising, as deemed appropriate of OC DFSC. Students will not normally attend the weekly academic meetings, but may request to attend in order to raise any issues through their Class President. The class president may also request to speak at these meetings on behalf of their class.

b. After Action Reviews (AARs): AARs are conducted following all courses conducted in the DFSC.

1. **Responsibility**: DFSC Chief Instructor (CI) will be responsible for the completion of the AAR.
2. **Participants**: All DFSC staff will contribute to the completion of the AAR, coordinated by DFSC CI, providing feedback on all aspects of the conduct of the course. Students are also involved in the AAR. Every student will have the opportunity to provide feedback directly, however students can also choose to submit their feedback through the Class President. External examiners and lecturers are also afforded the opportunity to participate in the process and make observations and recommendations at the staff

review. Alternatively, independent written submissions are accepted from them should they be unable to attend the AAR.

3. **Content:** The AAR is a report containing a consolidation of the immediate post-course review points and other comments on the conduct of the course. AAR should occur as soon as practicable after end of each course, and be submitted to OC DFSC NLT 21 days following the completion of the course. Observations from an AAR report will feed into the Lessons Learned Process (LLP).

c. Lessons Learned Process: LLP is a continuous cycle consisting of the following phases:

1. Execution and Collection
2. Analysis and Validation,
3. Approval
4. Implementation
5. Verification

LLP will be conducted in accordance with DF Training Instruction (TI) 06/2012 Lessons Learned Process. Feedback is a continuous feature of the LLP. It attempts to ensure that we learn from past mistakes and successes, and correct deficiencies in order to maintain the highest level of readiness. OC DFSC is responsible to the continuous function of the LLP.

4.3. **Level 2: Brigade Monitoring Teams:** Defence Forces Training Centre (DFTC) Brigade Monitoring Team will be detailed as required by Training Section (G7) of DFTC HQ to visit DFSC in order to identify any issues being experienced across a broad spectrum of HR, Logistics and/or Training areas. The primary purpose of the visits is to establish that the terms of DFR A 7 & Admin Instr Part 7, TI 07/14 Military Codes of Practice for Instructors and Students in the Training Environment and TI 02/19 The Conduct and Administration of Authorised Courses in the Defence Forces are being adhered to during the course of training. OC DFSC will provide the Brigade Monitoring Team with any relevant AAR and LLP reports as necessary.

4.4. **Level 3: Training and Education Branch (J7) Training Evaluations:** The schedule for Training and Education Branch (J7) Training Evaluations will be conducted as per the yearly DF Training and Education Directive. Training Evaluations consist of a site visit by the Training and Evaluation cell. Both staff and students are involved in the Training Evaluations. DFSC will engage with the Training and Evaluation cell and provide any relevant AAR, LLP reports and Bde Monitoring Team reports as necessary. In any given year, DFSC may be subject to one, or more, of the following Training and Education Branch (J7) evaluation types:

1. Training Evaluation: The following aspects will be reviewed as part of a Training Evaluation:
  - Establishment/Strength
  - Barrack and Training Infrastructure
  - Training Resources
  - Internal Courses conducted
  - Training Documentation
  - Assessment of Instructional period
  - External Education Awareness
  - Training Management System
  - Leadership Management and Defence Studies programme
2. Instruction Based Evaluation: The Following aspects will be reviewed as part of the Instruction Based Evaluation:
  - Quality Assurance
  - Delivery of Training
  - Assessment Procedures and Documentation
  - Instructor Supervision



- Instructor Development

3. Follow Up Evaluation: Follow up evaluations will be completed 6 months after initial visit and will focus on the points raised during the initial evaluation report.

4.5. **Level 4: External Validation:** DFSC will comply with QQI guidelines on validation and revalidation including completion of a Self-Evaluation Report (SER) and cooperation with the established expert panel.

## 5. Programme Development, Approval and Validation.

This chapter outlines approval and validation processes for new or amended programmes with the DFSC. Any proposed new DFSC syllabi or amendments to existing DFSC Syllabi<sup>2</sup> will be submitted to DF Academic Council in accordance with DF QA Policy and Procedures (2020) and TI 02/2019 The Conduct and Administration of Authorised Courses in the Defence Forces. The DFSC approval process is summarized in Annex D and is as follows:

### 5.1. DFSC Programme Review Team

- a. Responsibility. OC DFSC will establish, and outline the terms of reference for the review process along with the composition of the Programme Review Team.
- b. Frequency. At a minimum, all DFSC programmes will be reviewed every 5 years. However OC DFSC may direct a review take place as a result of evaluation processes outlined in Chapter 4, following the completion of a course or as a result of the introduction of new equipment or doctrine.
- c. Composition. DFSC Programme Review Team will be comprised of any DFSC Academic staff as deemed necessary by OC DFSC. DFSC Programme Review Team will consult with DF Registrar's Office, QQI, external experts and other further education providers as necessary.
- d. Student Participation. OC DFSC will ensure that a recent (within 2 Years) past DFSC student be included as a member of the Programme Review Team in order to provide feedback on the student perspective.
- e. Scope. DFSC Programme Review Team must also review any reports produced as a result of evaluation, monitoring and review processes, outlined in Chapter 5, when drafting new or amended syllabi.

### 5.2. OC DFSC

OC DFSC will review the submission made by DFSC Programme Review Team. OC DFSC will ensure all DFSC syllabi comply with DF QA Policy and Procedures (2020), TI 02/2019 and the DF Training and Education Directive prior to submission of the proposed syllabi to Defence Forces Training Centre HQ.

### 5.3. DFTC HQ

All DFSC syllabi must be approved by General Officer Commanding Defence Forces Training Centre prior to being submitted to DFAC.

### 5.4. Programme Review Board

DF Registrar will host a Programme Review Board at least 2 weeks prior to DFAC. OC DFSC and any members of the DFSC Programme Review Team deemed necessary will attend the Programme Review Board. The Programme Review Board, as part of its deliberations, will review existing and new syllabi and OC DFSC will address any concerns with the syllabus at this sitting of the board.

### 5.5. DFAC

Submissions made to DFAC will be reviewed in accordance with the approval process outlined in the DF QA Policy and Procedures (2020) and TI 02/2019, as outlined in Annex D. OC DFSC and DF Registrar will liaise with QQI throughout this process in relation to any changes made to DFSC accredited syllabi and prior to the approval of these new or amended syllabi.

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<sup>2</sup> DF programmes of training are referred to as syllabi. These syllabi contain all material pertinent to the programme of training/education including details on access to the course, course conduct, educational content and assessment procedures.

## **6. Academic Staff & Examiners**

### **6.1. Duties of DFSC Instructors & Staff**

The structure of DFSC Academic Staff is outlined in Annex E.

#### **a. School Commandant**

The School Commandant, DFSC, shall report directly to the GOC DFTC. He will command all School staff and all students on behalf of the GOC DFTC. His duties are:

1. The direction of quality assurance policy, military doctrine, educational instruction and administration in the DFSC.
2. The planning, organising and controlling of courses as per the Annual Training Directive.
3. Chair weekly academic training conference with DFSC staff and Student Class President (attendance optional) to allow for resolution, lessons learned and quality enhancement of any issues raised by staff or learners.
4. Ensuring that the DFSC is staffed with appropriately qualified and trained staff and sufficient equipment.
5. The compilation of Individual Course Reports in conjunction with the Chief Instructor and Academic staff.
6. Acting as reporting officer for officer staff of the school.
7. Advising the GOC DFTC on Catering matters as required.
8. Carrying out of additional tasks as directed by the GOC DFTC.

#### **b. 2 I/C & Training Officer**

The 2 I/C will report directly to the School Commandant and, in his absence, will assume the responsibilities of School Comdt. The responsibilities of the Chief Instructor are:

1. Conducting training needs analysis to identify where the specific learners were required within the organisation and request authority from Director of Training to run the courses.
2. Allocating, co-ordinating and supervising work of Academic Staff as per Training Directive.
3. Conducting liaison with QQI and other external agencies, both military and civilian, in order to benchmark standards within the School.
4. Drafting syllabi and programmes for courses and seminars conducted by the DFSC.
5. If learners with Specific Learning Difficulties (SLD) are identified the training officer will refer to the DF policy for Specific Learning Difficulties and establish recommendations to assist and facilitate the learner. If the SLD is not diagnosed the training officer may request assessment through DJ7 from the DF Chief Student Liaison Officer to appoint a qualified Student Liaison Officer who in consultation with the DF Chief Psychologist can assess the student to determine the range of supports to be provided to the student to facilitate their progression through the course. diagnose the SLD and provide the necessary supports required by the learner.
6. Compiling course results and supervision of course administration.

7. Planning for DFSC exercises and demonstrations as directed by School Comdt.
8. Instruction on courses and supervision of NCO Academic Staff as required.
9. Preparation of course programmes according to syllabi as laid down.
10. Supervision of course exams and tests.
11. Preparation of course reports in conjunction with Course Tutor and Chief Instructor.
12. Ensure the adherence to Defence Forces Training Instruction TI 02/19.
13. Assuming the responsibilities of OC DFSC in his absence.
14. Carrying out such other duties as may be assigned to him from time to time by OC DFSC.

c. CQMS Chef Chief Instructor/ Academic Director

1. The Chief Instructor will provide leadership and management in the areas of the schools ethos, vision and mission. They will be responsible for effective curriculum delivery, achievement of course goals, learning outcomes and meeting targets and benchmarking.
2. In conjunction with the training officer they will design and implement learning experiences that support personal development and participation of learners. Course design will create and maintain safe and supportive learning environments that are innovative and responsive to the student's needs.
3. They will liaise with external agencies and maintain a database of external examiners to be rotated between and select from, for review of course exam results. This will allow for benchmarking against the wider further education and training sector. This report is then submitted to the accreditation cell and academic council. External examiners selection is further detailed in Para 6.2.
4. They will commit to the reflective practices of the DF and facilitate an AAR and LLP in conjunction with learners and academic staff, where applicable, on the completion of each course.
5. In consultation with the training officer they will ensure the timely preparation of pre-courses requirements (both admin and training, incl. DF Training Management System ([TMS]), before the commencement of each course. They will ensure that all relevant documentation for courses are duly processed including, notification of courses, joining instructions, monthly returns, commencement/termination of course notifications.
6. They will direct staff on their roles within scheduled courses as per the Training Directive.
7. They will act as a member of the DFSC Examination Board.
8. They will manage the accountancy of school assets and ensure that stocktaking is carried out at least once per year, or as required by a Handover Board, in accordance with Admin Instruction 2/87.
9. They shall maintain the following records and documents for logs accountancy:
  - Barrack Services Ledger, Issue and Receipt Vouchers and Duties and Responsibilities of Location Holders.
  - The compilation of AF.475

- (Inventory Sheets) and will ensure that all AF.475's are signed by the location holder and displayed in each location in the DFSC.
10. They will act as effective manager of the school budget for courses and procurement of equipment throughout the Defence Forces.
  11. They will be responsible to OC DFSC for the good order and discipline of all O/R personnel in the School, both staff and students.
  12. They will liaise with the Orderly Room/ Administrative staff to ensure the proper administration of students attending the courses.
  13. He will make out DFTC & McKee Barracks security duties as allocated to the DFSC
  14. They will ensure that all requests for leave and passes from School staff are submitted to the 2 I/C before presentation to OC DFSC.

The CQMS is the senior NCO in the DFSC and as such will be responsible to OC DFSC for the good order and discipline of all Enlisted personnel, both staff and students. He will carry out any such duties as allotted to him by OC DFSC.

d. Sergeant Chef Instructor/ Course Tutor

1. They will instruct on courses as directed by training officer as required by Annual Training Directive.
2. The Sgt Instructors will report directly to the Chief Instructor.
3. He will assume responsibility of Course Tutor as directed by Training Officer.
4. If not selected as Course Tutor, Sgt Chef Instructor will engage with the course on a weekly basis as required by the weekly training programs.
5. Compilation of weekly training program based on syllabus requirements.
6. They will be the author of the exam scripts for all modules throughout the training program. This is then submitted to the examination review board as per Para 7.3 (c)
7. He will register all students with QQI on course commencement & input student results on completion of course.
8. They are responsible for the organisation of demonstrations and lectures and all relevant practical and academic content.
9. They will be responsible for the origination of all support to include course logistics, administration and military requirements throughout the course. To be executed within relevant departments of the school.
10. They will assist learners who identify a SLD needs as directed. (Ref SLO, Annex E).
11. They are responsible for the efficient and effective delivery and implementation of all lessons and course material.
12. They are responsible for the routine recording of Ongoing Evaluation marks (para 6.2 (e)).
13. They will liaise with the Class President periodically on any issues the class may want to

raise.

14. In conjunction with training officer they will conduct periodic one to one reviews with the student.
  15. They will assess and report constructively on student learning throughout the courses. This will be documented periodically in the student training diaries.
  16. They will assist training officer in the formulation of student course reports.
  17. They will contribute to the weekly academic training meeting chaired by the CO.
  18. They will contribute to AAR and LLP on completion of all courses.
  19. They will carry out any other duties as may be assigned to him by OC DFSC.
- a. Orderly Room Sergeant/ Administration Support Clerk
1. They will register daily incoming/outgoing routine and confidential post as required.
  2. They will ensure that all necessary course documentation is duly processed.
  3. They will complete the Time and Attendance Module on the PMS daily and Ration Indents as required.
  4. They will carry out any other administration duties as required by OC DFSC.
  5. They will ensure all lights, gas and electrical appliances are switched off.
  6. They will ensure all doors and windows are closed on location.
- b. Corporal Chef Instructor
1. They will carry out instruction on all courses as selected per Annual Training Directive and as directed by the Course Tutor.
  2. They will carry out demonstrations and instructions to the learners as designated by the Course Tutor.
  3. They will assess and report constructively on students learning and contribute to entries in the training diaries and Ongoing Evaluation with the Course Tutor in relation to student progress.
  4. They will foster positive and productive relationships with the learners to create a safe and supportive learning environment.
  5. They will attend weekly Academic Training Meetings chaired by OC DFSC and input into the resolution, lessons learned and quality enhancement of the school.
  6. They will carry out any other duties as may be assigned by OC DFSC.
- c. Private Chef Assistant
1. They will assist the Course Tutor throughout the courses. They will assist in demonstrations

and where required in the kitchens.

2. They do not operate in an instructional capacity but their presence is beneficial to the learner as they are the equivalent rank and can act as an additional line of communication to the learners.
3. They will foster positive and productive relationships with the learners to create a safe and supportive learning environment.
4. They will assist the Chief Instructor in the Administration of the DFSC.
5. They will carry out driving / clerical duties as required to assist the DFSC.

d. Responsibilities of ALL Instructors (Including Instructors Attached to DFSC)

All Instructors shall report directly to the Training Officer & Chief Instructor.  
Their duties are as follows:

1. Preparing instruction and functions in allotted areas.
2. Instructing students in allotted subject areas.
3. Continuing research and study to keep abreast of current theory and practice in allotted areas. Updating their skills with their own further education and courses external to the DFSC.
4. Developing new syllabi modules for allotted areas.
5. Writing/rewriting and updating texts and manuals of instruction in conjunction with Training Officer, Chief Instructor and Course Tutor.
6. Drafting examinations and tests as directed by OC DFSC.
7. Supervising examinations and tests. Internal examiners are drawn from resident instructors.
8. Assessing the performance of students by the correction of examinations and tests and continuous assessment for career courses in excess of 6 weeks only.
9. Undertaking non-instructional duties assigned by Sch Comdt in conjunction with Training Officer.
10. All instructors will be punctual in attendance and have class rooms prepared for class prior to the time of commencement. They will also ensure that all equipment used in class or in demonstrations are returned to Stores or wherever they were borrowed from immediately afterwards.
11. School Staff will be detailed monthly in advance by the NCO I/C McKee Coy for Regimental Duties.

e. Role of Student Orderly Sergeant

1. **Personnel on Roster:** The duty of Orderly Sgt will be performed by students of the DFSC on a weekly basis during courses.
2. **Detailing for Duties:** School Students may be detailed monthly in advance by the NCO

I/C Duties DFTC for Regimental Duties, any queries must be made through the Orderly Sergeant.

3. **Tour of Duty:** His tour of duty will be from 1000 hrs Monday to 1300 hrs on Friday, in the case of a bank holiday/DF holiday handover will be at 1000 the following day.
4. **Parade State:** A Parade State (Roll call of students present) will be completed and handed to the Admin Clerk within 15 mins of programme starting.

f. **Role of Class President**

1. The Chief Instructor will nominate a Class President for all courses. The duties of the Class President are as follows:
2. The Class President has NO duties or responsibilities in connection with discipline, administration or instruction but may be consulted on such matters by OC DFSC or Chief Instructor as warranted necessary.
3. He will be responsible for the security and cleanliness of student accommodation and will ensure that all students maintain a high standard. He may appoint a Room Orderly if he so decides.
4. He will ensure that all students adhere to these instructions and the students are in their place of instruction five (5) minutes before commencement of class.
5. The Class President will act as a Liaison Officer for the students and will bring any relevant matters to the attention of OC DFSC through the Course Tutor/ Chief Instructor/ Training Officer. He has the facility to attend weekly academic meetings held by the OC DFSC as a representative of the student body. In this capacity non-academic complaints may be aired or general issues may be raised from the students through the class president. Attendance at these meetings is not compulsory.

## 5.2. External Examiners

- a. As part of the DFSC QA procedures, OC DFSC, in consultation with the Registrar and QQI appoints External Examiners for the following reasons:
  1. To ensure that DFSC awards comply with comparable academic standards and awards, nationally and internationally, and that standards and method of assessment achieve that desired aim.
  2. To ensure that standards of excellence are recognised, and failures noted, according to consistent standards in comparable institutions.
  3. To assist in DFSC consistent and fair standards in student assessment, application of examination regulations, progression levels, and the making of awards.
- b. External examiners should make all observations and comments, positive and negative, regarding DFSC examination standards within the context of the Exam Board meetings, and prior to any sign-off procedures. Any anomalies found should be accounted for and reconciled with the final agreed grades and standards. External examiners shall be required to sign off on examination board reports, thereby testifying that standards have been set and achieved in line with those commonly applied in the sector. All External Examiner's reports should be returned promptly to DFSC so that any programme or module deficits can be remedied. All recommendations can be discussed so that, where appropriate, OC DFSC can implement any remedial action necessary in the subsequent Programme or Module. External examiner



reports are submitted to DF Accreditation Cell as part of the DFSC Exam board report, for onward submission to DF Registrar and DFAC.

- c. External Examiners must be independent of all personnel associated with the DFSC. External Examiners must remain completely impartial in deliberations and final judgements. To this end, nominees for the post of External Examiner should satisfy the following criteria:
1. They shall typically be drawn from AIT, CIT or TCU where DFSC has links and affiliations to these external agencies. The nominated individuals from these agencies will be systematically rotated.
  2. They should be suitably qualified and have a recognised standing in catering discipline, and have current or recent teaching or research experience, either in higher level education or in related commercial, industrial, or professional fields.
  3. They should be able to evaluate all subject areas of the course or programme in question.
  4. They should be sufficiently independent of the Training Institution and of each other, in order that they may exercise objective judgement, bring a variety of perspectives (where more than one is appointed), and pursue constructive debate with the programme or module team.
  5. They should be cognisant of the standards expected of particular awards, and ideally, they should have previous experience of conducting external examinations.
  6. All External Examiners must also satisfy the criteria set out by QQI for the nomination and appointment of External Examiners.

## 7. Assessment

### 7.1. Assessment General

a. Conduct.

All DFSC assessments are conducted in accordance with TI 02/2019 The Conduct and Administration of Authorised Courses in the Defence Forces. This chapter will outline how this Training Instruction is implemented with the DFSC, and is summarised in Annex D.

b. Purpose and Types of Assessment

DFSC is committed to ensuring that methods of assessment are effective in measuring student attainment of the intended learning outcomes and that assessment policy and practice are effective in monitoring the validity, equity, and reliability of assessment. The primary purpose of assessment is to determine the progress and ability of the student. The relative standing of the student in his class is determined by marks awarded in assessments. The two (2) main types of assessment used on DFSC courses are Formative and Summative Assessment as outlined in TI 2/19 'The Conduct and Administration of Authorised Courses in the Defence Forces'. Criterion-referenced assessment is a category of assessment that falls under both Summative and Formative Assessment. It is a method to explicitly define the relationships between assessment and the learning outcomes; the standards to be met; the performance levels and the award of grades. As a general rule, all DFSC courses will use criterion referenced assessment. Assessment shall be of three types:

1. Examinations in which the solution is submitted in **written/graphic** form.
2. Tests in which the solution is presented orally or by **practical demonstration**.
3. **Ongoing Evaluation** where the overall work of the student is assessed on a continual basis throughout the course. It is School policy that Continuous Assessment will be used on designated career courses and in line with the provisions of TI 2/2019 as outlined in Para 7.2 below.

c. Marks Awarded for Assessments

When students report on a course they shall be informed of the type and number of assessments they shall undergo and the marks awarded to each particular assessment - to achieve a PASS mark in an examination, test or assessment a student must obtain 50% of the total marks allotted to the examination, test or assessment when completing a course affiliated to QQI or 40% when completing a military syllabus unless specified otherwise on the syllabus.

d. Ongoing Evaluation (OE)

When OE is used on a course, the format, procedure and criteria that students shall be assessed by will be set down in writing by the Chief Instructor and shall be made known to each student at the commencement of the course. OE is further outlined in Para 7.2 below.

e. Student Evaluation

1. Instruction in the DFSC seeks to develop in students the ability to **think, analyse, decide, plan, communicate and act**. Evaluation is used to indicate how well students perform these skills and assists in rating the student for OE and the compilation of the Individual Course Report.
2. Evaluation of a student's performance (in formal presentations, written submissions, practical projects, work assignments, etc.) is based on the instructor's experience, judgement and knowledge in measuring standards based on learning objectives and guidance and/or directions given. Therefore, most evaluation in the DFSC is subjective. Instructors subjectively evaluate student dishes, scheme of work, knowledge of ingredients, written submissions, oral presentations, contribution to syndicate discussions, pre-class preparation, knowledge of work assignments and many other

manifestations and aspects of the learning process.

3. The following grades shall be used in assessing students work.

<u>GRADES</u>	<u>MARKS</u>
<b>EXCELLENT</b>	<b>85% - 100%</b>
<b>VERY GOOD</b>	<b>70% - 85%</b>
<b>GOOD</b>	<b>60% - 70%</b>
<b>AVERAGE</b>	<b>50% - 60%</b>
<b>FAIR</b>	<b>40% - 50%</b>

4. Grades are an instructional tool used to indicate the achievement and progress of the student and should assist the student in assessing the level of his own performance and progress. The grading awarded to a particular student may be indicated on the returned paper for the information of the student concerned or communicated verbally to him where appropriate, as in the case of an assessment of a verbal presentation. The instructor concerned shall keep a record of such grading in order to assist him in assessing students progress.

## 7.2. Ongoing Evaluation

- a. Introduction

Ongoing Evaluation (OE) shall be used on all courses in the DFSC. This assessment is designed to reward students for their overall zeal and industry and particularly for their work and effort in areas of the syllabus where no specific tests are laid down. OE shall be based on the student's performance, quality of work and effort during the course.

- b. Areas to be Assessed

Five specific areas shall be evaluated for the award of marks. Each assessment area shall be equally weighted. The areas are:

1. Work Planning and Written Preparation: Schemes of work, including methods, timings, ingredients and equipment.
2. Adherence to Health, Safety & Food Hygiene : Principles and Practices
3. Skills Development: Correct application of relevant theory and skills learned.
4. Professional Conduct: Appearance, responsiveness to training, work planning, organisational skills and team work.
5. The finished product: Preparation, process and product.

- c. Composition of Ongoing Evaluation Board

The Board conducting OE shall be chaired by the Training Officer or Chief Instructor, and shall be composed of Academic Staff of the School involved in that course. Where any member of the Board feels that he has NOT sufficient knowledge of a student's performance in one of the assessment areas he shall not participate in the marking of that area.

- d. Frequency of Ongoing Evaluation

OE shall take place informally on a continuous basis and twice formally during designated courses. The formal OE will take place at the following times unless otherwise directed by QQI. The students receive feedback on their OE continuously throughout the courses with student interviews and classroom based feedback.

1. **First Assessment**. At the midpoint of designated courses. Once the first assessment has been made, the relevant record of marks shall be completed and shall not be changed at any subsequent assessment.
  2. **Final Assessment**. At the end of designated courses.
- e. **Informing Students of Results**  
The student shall be given an account of how they have been assessed as soon as possible after the **First Assessment** is completed. Students shall be informed of the result of the **Final Assessment** when they are being given their Individual Course Reports after the completion of the Course.
- f. **Feedback**.  
An emphasis will be placed on giving periodic feedback to students on their progress in conjunction with the above mechanisms. Following the First Assessment, DFSC Training Officer will be responsible for informing students of how they been assessed and where improvement or action by the student is required. Students can, at any time, seek additional guidance or feedback on their performance from any member of DFSC Academic Staff.
- g. **Request for Review of Marks**  
Students may appeal Ongoing Evaluation marks internally within the School directly to OC DFSC.

### 7.3. Procedure for the preparation & marking of examinations & tests

- a. **Definitions**
1. The terms '**author**' and '**supervising officer**' as used throughout these instructions shall be deemed to refer to one or more Officers / NCOs.
  2. While in general in these instructions the term '**examination**' shall be deemed to refer to written and graphic examinations and the term '**test**' shall be deemed to refer to oral and practical tests, both terms shall be deemed to be interchangeable.
- b. **Appointment of Author of Examination or Test**  
OC DFSC shall appoint an Officer/NCO (the author) to prepare examinations and tests (see Annex F).
- c. **Appointment of Review Board for Examinations and Tests**  
OC DFSC, shall appoint a Board of Officers / NCOs (see Annex G to this Chapter) to review the examination paper or test. The author of the examination paper or test shall NOT act as a member of the Board. The Review Board shall critically assess the examination paper or test. It shall consider the content of the paper / test and compare it to the syllabus of instruction and the instruction given. It shall also consider whether the solution to the paper / test can be achieved in the time laid down for the examination paper or test. When the Board approves the paper / test the author shall submit the final draft, marked IN CONFIDENCE, to OC DFSC for final approval.
- d. **Final Approval of Examination and Test Papers**  
On receipt of the approval of OC DFSC, the examination paper or test shall be returned to the author who shall be responsible for its safe custody and security until the time of printing.
- e. **Appointment of Examination/Test Marking Boards**  
Examination/ Test Marking Boards with responsibility for marking examination papers or tests shall be appointed as required by OC DFSC as per Annex H. An Examination/Test Marking Board shall consist of two, or more, members of the Instructional Staff, one of these members being the author of the examination paper or test.

#### 7.4. Copying & Security of examination & test papers

a. Security of Examination and Test Papers.

All information about the preparation of examinations and tests shall be marked with a privacy marking of IN CONFIDENCE. The following procedure for the handling of test papers shall obtain:

1. The author of the examination or test shall personally prepare examination or test material.
2. The author of the examination or test shall ensure that all examination or test material is marked IN CONFIDENCE and is securely handled. Where examination material is being prepared the author shall ensure that access to his office is restricted and that a sign, indicating that confidential work is in progress, is displayed on his door. When completed the examination or test material shall be sealed in an envelope, marked IN CONFIDENCE and retained securely by the author.
3. The approved examination paper or test, classified IN CONFIDENCE, shall be printed as close to the examination date as possible.
4. The author of the examination or test, together with the Chief Instructor, shall supervise printing of examination or test material. All doors of printing room shall be kept locked during printing.
5. The author shall check the first print of each page of the document before authorising final print.
6. The author shall ensure that ONLY the required number of copies is run off and that NO record of the examination or test remains on the printer/photocopier
7. Faulty or illegible papers shall be placed in a separate sealed envelope and securely destroyed by the author.
8. When printing is completed examination material shall be placed in envelope(s) by the author. He shall then personally close the flaps, sign the flaps, apply the seal, mark each envelope IN CONFIDENCE and label each envelope to show title of examination or test, description of enclosure and the number of copies enclosed. Envelope(s) shall be held under lock and key by the author until time of issue in Examination Hall or test location.
9. One copy ONLY of an answer sheet to the examination or test in any form, may be compiled. This shall be retained by the author.
10. When draft copies of examinations or tests are required, they shall be handled in the same way as final copies. Each copy shall be numbered. The author shall be responsible for their security and eventual destruction.
11. When it comes to the notice of any member of Instructional Staff that a breach of security has occurred or where reasonable grounds exist for suspecting that such a breach has occurred, they shall immediately report the matter to OC DFSC.

b. Issue of Examination or Test Numbers

Prior to each examination students shall be issued with examination numbers by the supervising Officer / NCO. Examination numbers shall be treated **IN CONFIDENCE** and shall not be displayed in any way by the student or communicated, in any way, to any member of the Instructional Staff.

**NOTE: Test numbers shall NOT be issued for oral or practical tests.**

## 7.5. Supervision and conduct of examinations and tests

### a. Supervision of Examinations and Tests

1. OC DFSC shall appoint a supervising Officer/NCO to supervise each exam or test.
2. The supervising Officer /NCO shall ascertain in advance if the examination paper should be retained by the student. If directed that the paper NOT be retained by the student, the supervising Officer/NCO shall ensure that the papers are collected at the conclusion of the examination or test.
3. In any case where a student violates the provisions of these instructions by using, obtaining or giving unauthorised aid or assistance during an examination, the student concerned **shall be warned by the supervising Officer/NCO**, any unauthorised aids shall be confiscated and a full report shall be made as soon as possible to OC DFSC. Where OC DFSC intends to recommend disciplinary action under the Defence Acts or DFR A7 his recommendation shall be conveyed to the student or students concerned as soon as practicable, and a full report shall be submitted to the G7 DFTC.
4. The author of an examination shall be available to answer queries from students during the examination for the purposes of clarification only.

### b. Conduct of Written/Graphic Examinations.

1. Examination papers shall be given to the student at the time appointed for holding the examination. It may be necessary in some examinations to issue documents and instructions in advance - such documents and instructions shall be brought to the examination by the student.
2. A student shall not bring to the examination, or use, unauthorised documents or aids.
3. Where specific texts are authorised for use during examinations these texts should be free of any added notes or other memoranda unless such notes or memoranda have been authorised by OC DFSC.
4. Paper for examinations shall be supplied by the supervising Officer/NCO. Students shall write solutions in ink or ball point pen but may use pencils / coloured pens on sketches and graphics. Only one side of the paper shall be written on.
5. Before examinations commence, watches shall be synchronised by the supervising Officer /NCO in line with a centrally located and visible Clock.
6. The student undergoing examination shall enter the title of the examination in the appropriate space provided on the answer book and shall write his examination number in the space provided for this purpose on the answer book. Also in the case of examinations which provide for the insertion of loose leaves or sketches to accompany the student's answer, each such loose leaf or sketch shall contain the title of the examination and the examination number of the student concerned.
7. Students shall NOT commence writing their solutions until authorised by the supervising Officer/NCO.
8. Communication of any kind between students is forbidden during examinations.
9. The times at which solutions are to be handed in (whether stated on the problem or announced by the supervising Officer/NCO) shall be strictly adhered to. On the expiration of the allotted time, all work must cease and solutions shall be handed in at once.

10. Envelopes are provided for students' solutions. Each envelope shall be sealed by the student concerned and shall show the title of the examination and examination number of the student. Once handed in solutions may NOT be withdrawn.
- c. Handling of Solutions by Supervising Officer / NCO
  1. Immediately after envelopes containing the solutions to a particular requirement have been handed in by students, the supervising Officer / NCO shall arrange the solutions numerically and check to determine if any solution is missing. Should a solution be missing, a report shall immediately be made to the Chief Instructor. In the case of late submission of a solution, the supervising Officer / NCO shall make a careful note of the time of submission and report same to the Chief Instructor.
  2. The supervising Officer / NCO shall ensure that all solutions handed in have been clearly marked by the students with their numbers. All solutions shall be held in safe custody by the Chief Instructor.
- d. File Copies of Examinations and Tests

On completion of an examination or a test, two copies of the examination or test, including any additional work sheet and exercise instructions, shall be retained by the author.
- e. Conduct of Oral and Practical Tests.

Oral and practical tests may be conducted as appropriate.

#### 7.6. Procedure where a student misses an examination or test

- a. Procedure where a Students Misses an Examination or Test
  1. If a student is unavoidably absent from an examination or test, OC DFSC shall decide whether the student shall sit a further examination or test or whether he shall assign marks to the student for the examination or test missed. If marks are assigned they shall be determined by taking the average of the marks which the student is awarded for all the examinations or tests undertaken by the student throughout the course (i.e. personal average) or by awarding the class average mark in that examination or test or any combination thereof at the discretion of OC DFSC. Normally the personal average shall be awarded.
  2. A student may be excused from an examination or test on the ground of illness **only when** he is marked '**Excused Duty**' by a Medical Officer. When a student becomes physically unfit because of injury or illness during an examination or test, he shall report to the supervising Officer/NCO and hand in his solution whether completed or not. After taking such action, he shall report sick. Each such case shall be reported to OC DFSC by the supervising Officer/NCO. After consideration of the facts, OC DFSC shall order the solution concerned to be marked or otherwise disposed of in such a manner as to ensure justice to the student affected.
  3. The amount of marks awarded to a student who has missed an examination or test shall not exceed 25% of the total marks allotted to the course unless otherwise decided by OC DFSC.

#### 7.7. Misconduct

- a. Students who are in possession of unauthorised material in any form (including electronic devices) during an examination, regardless of whether they proceed to use the material in their examination script or NOT as well as Plagiarism, or other forms of cheating or the use of unauthorised material during an examination or other breaches of examination regulations are guilty of academic misconduct, shall be dealt with through the DFSC disciplinary system.

b. Procedure and Penalties for dealing with cases of Misconduct

1. Academic misconduct refers to plagiarism, cheating, and possession of unauthorised material during an assessment. Plagiarism is the presentation of words, ideas, arguments, concepts or designs produced by another person or persons as one's own. Plagiarism comes in many shapes and forms ranging from the copying, without attribution, of whole sections of published works to the un-attributed use of text, diagrams, illustrations or formulae taken from the unpublished work of other students. Plagiarism covers not only print but intellectual property rights which reside in all other media including software.
2. Academic misconduct shall be noted by the invigilator and recorded in the invigilators log and incident report as described in the Training Institution's SOPs. Thereafter, it shall be referred through the DF disciplinary system. Where required, all necessary information shall be communicated to QQI through the DF Registrar.
3. DFSC students are subject to military law and must complete training and education in accordance with DF Regulations, Training Instructions, Course Training Syllabi and other orders.
4. The procedure for addressing suspected instances of cheating during examinations, is as follows:
  - a. An invigilator who has reason to suspect that a student is guilty of academic misconduct during an assessment shall order the student to leave the assessment hall and to surrender the material in question.
  - b. The invigilator shall examine the students' examinations materials in order to determine if academic misconduct has occurred. If the student is deemed to be blameless, they may continue the assessment and may be allowed additional time (corresponding to the period of investigation) to complete the assessment.
  - c. Where an incident merits further investigation the Invigilator shall fill out and sign, an Invigilators Log and Incident Report, as per Annex K. The student shall also be requested to sign the report stating that they are aware of its contents. Should the student refuse to sign the report, this shall be noted and the process shall proceed.
  - d. The DFSC Chief Instructor shall examine the Incident Report and decide if further disciplinary action is required.
  - e. The student shall not be permitted to complete the assessment pending the outcome of disciplinary procedures.
  - f. The student shall also be made aware of the Student Services available, particularly that of Chaplain, DFTC Student Liaison Officer (SLO), or the Personnel Support Services (PSS) should they wish to speak confidentially about the matter.

c. Penalties

1. Any student found guilty of academic misconduct shall be subject to military disciplinary procedures.
2. In the case of accredited courses, a student found guilty of academic misconduct, shall be penalised in accordance with QQI regulations.
3. Where a case of academic misconduct in an assessment has been proven, the relevant authority shall award the student NO MARKS for the Assessment in question.



4. If the misconduct involves a situation where the student is required to pass the assessment to continue with the programme, or advance to the next module, the student shall NOT be afforded the opportunity to repeat and shall be returned to their unit.
5. In cases of Plagiarism, depending on the severity of the academic misconduct, the following shall apply:
  - a. High degree of plagiarism - in cases where the relevant authority feels that the incident of plagiarism is a significant portion of the overall submission the student shall be awarded NO MARKS for the Assessment in question;
  - b. Low degree of plagiarism – in cases where the relevant authority feels that the incident of plagiarism is a minor portion of the overall submission, the relevant authority can request that the student resubmit the paper with amendments and award

#### 7.8. Duties of the examination/ test marking board

- a. When an examination has been completed, the DFSC Chief Instructor shall submit, without delay, the students' solutions together with two copies of the examination paper in a sealed envelope to the President of the Examination/Test Marking Board.
- b. The Examination/Test Marking Board shall convene and correct the solutions submitted as soon as possible after receipt of the answer papers from the DFSC Chief Instr.
- c. Marking of Examinations or Tests by Examination/Test Marking Boards
  1. All examinations and tests shall be marked by an Examination/Test Marking Board of two or more members of Instructional Staff appointed by OC DFSC, one of whom shall be appointed as President of the Board. The author of the examination or test shall be a member of the Examination/Test Marking Board. The President is responsible for the accurate record of the work of the Board and for the security of all papers handled by the Board.
  2. Where appropriate to the type of examination or test a comment sheet may be prepared by the Examination/Test Marking Board.
  3. The Examination/Test Marking Board may prepare a report setting out the comments, if any, which apply to each student's solution. A Record of Marks on the form set out in Annex D to this Chapter hereof shall be prepared. All members of the Board shall sign the Record of Marks.
  4. When a student receives less than 50% in an examination the entire solution shall be photocopied and the copy retained securely by the Chief Instructor. If no review request is lodged within the seven (7) day period as laid down in these instructions then any retained photocopies shall be destroyed. Where a review request is lodged any retained photocopies shall be destroyed **ONLY** after the final decision of the review has been passed to the student.
  5. The President of the Board shall then forward the Record of Marks, a copy of the approved comment sheet, if any, and marked solutions to the DFSC Chief Instructor, who shall insert student names on the Record of Marks.
  6. A copy of all written answers and other documents forming part of a student's work at any examination shall be returned to the student as soon as is practicable after the examination, together with such comments as the Examination/Test Marking Board considers necessary. **Where marks are allotted the student shall be informed of**

**the percentage band attained or the marks awarded and informed that these results are preliminary until DFSC Examination Board has taken place.**

7. All information about the marking of tests shall be marked "IN CONFIDENCE".

**7.9. DFSC Examination Board**

- a. OC DFSC will convene a DFSC Examination Board bi-annually in order to review the results submitted by all Examination/Test Marking Boards held throughout the period.
- b. DFSC Examination Board will be comprised of the following members:
1. OC DFSC (Exam Board President)
  2. 2IC DFSC (Exam Board Secretary)
  3. Members of all Examination/Test Marking Boards completed throughout the period
  4. All DFSC academic Staff
  5. Any External Examiners who reviewed Marking Reports being considered.
  6. Representative of DF Registrar's Office
- c. Conduct of DFSC Examination Board
1. DFSC Examination Board will deliberate upon any Marking Reports submitted to DFSC during the reporting period.
  2. DFSC Examination Board proceedings are to be treated as STAFF IN CONFIDENCE.
  3. DFSC Examination Board Secretary will record the minutes of DFSC Examination Board proceedings.
  4. DFSC Chief Instructor will prepare DFSC Examination Board documentation, to include:
    - a. List of students whose results are being considered
    - b. Broadsheet of results for consideration and all Marking Reports.
    - c. Training Diaries
    - d. DF syllabi for all relevant courses
    - e. Programme validation documentation and, where award years apply, award criteria documentation.
  5. At the DFSC Examination Board meeting, the broadsheet of results will be considered for each student. The DFSC Examination Board has the authority to make final decisions on all grades and overall programme marks.
  6. DFSC Examination Board members may raise issues for further discussion following the calling of results. The Examination Board President will deliberate on any issues raised. Any deliberations are normally concluded during the DFSC Examination Board proceedings, however the DFSC Examination Board president can opt for further deliberation following proceedings.
  7. The overall result will be recorded on a master copy of the broadsheet of results and signed by all Examination Board members present.
  8. DFSC Examination Board report will be sent, through the DF Accreditation Cell to DFAC, for ratification, as per Annex A and Annex D.

**7.10. Requests for review of marks allotted in examinations/ tests**

- a. Requests for Review - When Permitted and Procedures

1. A student may request a review of a mark of less than 50% obtained in a written test **ONLY**. In addition, only one request from a particular student for review of any particular examination shall be allowed. The request shall be made within seven (7) days of the date on which the student receives their course report.
2. Requests for review shall be made on the form shown in Annex J, one copy of which shall be sent to the student when his examination result is less than 50%. A student who requests a review of marks awarded in an examination shall forward a completed Annex J and the entire solution in a sealed envelope addressed to OC DFSC through the Chief Instructor.
3. No matter by way of explanation of original solutions shall be included in the request for review and such solutions shall NOT be altered in any way before submission for review.
4. Deliberate disclosure by the student of his identity to any member of the Examination/Test Marking Board or any discussion with these staff members may forfeit his right to review.
5. It shall be clearly understood that a request for review subjects the entire solution to review at the discretion of the Examination/Test Marking Board.

***NO review in the case of Oral or Practical tests or Continuous Assessment shall be allowed.***

b. Method of Dealing with Requests for Review

1. Upon receipt of a review request, the Chief Instructor shall examine all documents to ascertain whether or not the provisions have been complied with. He shall then submit all documents to OC DFSC, with any necessary comments.
  - a. OC DFSC may reject a review request if the provisions of these Orders have not been complied with, or for any other reason which he deems appropriate. If a review is rejected by OC DFSC, then the student concerned shall be informed in writing of this decision by the Chief Instructor.
  - b. When OC DFSC accepts a review request the Chief Instr shall pass all documents to the Examination/Test Marking Board. A written account of the review findings, including the marks awarded, shall be conveyed to OC DFSC.
2. When OC DFSC has approved the result of the review, the Chief Instr shall inform the student concerned, in writing, of the decision.
3. The decision of OC DFSC shall be final in these matters.

**7.11. Notification of results to students**

- a. The results of courses shall be notified in accordance with:
  1. Officers – Defence Forces Regulation (DFR) CS3 and LOI 469
  2. Other Ranks - DFR CS3 and LOI 470

**7.12. Compilation of individual course reports**

- a. There is a requirement in the general assessment narrative of the Individual Course Report to comment on the student in the following areas:
  1. Written communication
  2. Verbal Communication
  3. Influence on Fellow Students

4. Craft Abilities
5. General Demeanour

- b. There is a requirement that this general narrative be a clear, accurate and comprehensive statement of the student's performance during the course.
- c. The narrative report shall be compiled from a Course Training Diary which shall be initiated and controlled by the Offr/NCO Course Co-ordinator. The Diary shall be completed with this in mind and instructors should comment on the above points in respect of each student.
- d. Instructors shall comment in the Course Diary on each student at least once per week in addition to keeping his personal file for the compilation of the Continuous Assessment marks. Where an instructor has no specific comment to make about a student this shall be noted by him in the Diary.
- e. It is also envisaged that the general narrative could comment on areas defined for Continuous Assessment - these are good indicators in assessing a student's suitability for appointments which could depend on the course result.
- f. Course reports will be issued following the completion to the DFSC Examination Board.

## 8. Pastoral Care & Student Wellbeing

### 8.1. Personal Support

- a. The Defence Forces through its primary role on operational duties at home and abroad is cognisant of the requirement to ensure that all personnel are afforded an opportunity to avail of pastoral care. With this in mind the Defence Forces School of Catering is committed to student well-being and provides support to all academic and administrative staff and learners through the Personnel Support Services (PSS)/Defence Forces Social Workers, Student Liaison Officers (SLO), School management and informal mentoring systems. These support systems are outlined in the following Defence Forces Documents:
  1. Defence Act 1954, as amended
  2. Rules of Procedure
  3. DF Manual TM 205
  4. DFR A7, Part 7
  5. Manual of Methods of Instruction
  6. Effective Interpersonal Skills for Leaders (Training Pack)
- b. The DFSC have a designated contact person (DCP) available to student for pastoral care. If student do not wish to engage with DFSC staff there is the availability of PSS of DF Social Worker within the barracks.

### 8.2. Complaints

- a. Scope
  1. DFSC recognizes that from time to time, students may have legitimate complaints about its provision, facilities and staff. DFSC aims to ensure that complaints are treated seriously and dealt with fairly, promptly and where applicable, in confidence.
  2. Complaints in relation to bullying or harassment shall be dealt with through DFR A7
  3. Appeals in relation to an academic mark shall be dealt with as per Para 7.10 of this policy.
- b. Academic Complaints Procedure
  1. Introduction: All other complaints in relation to academic matters shall be dealt with in line with the following procedure:
    - a. The nature of academic complaints might include, but is not limited to, dissatisfaction with the standard of academic provision or quality of supervision or tuition, dissatisfaction with facilities or failure on the part of DFSC to meet stated obligations as per relevant DF syllabus.
    - b. An academic complaint can be made by any current DFSC student, or former student no later than three (3) months following the completion of their course.
    - c. Complaints are deemed to be made in good faith and in accordance with this procedure, students will not suffer any disadvantages and their studies will not be prejudged as a result of the complaint.
    - d. Complaints can be made collectively by a group of students, or by the class president on behalf of all members of a class. However, collective complaints can only be made in the case where the same complaint is being made by all students, and does not apply to the accumulation of several different complaints.
    - e. There are four stages to the complaints procedures as outlined in Annex M to this policy:  
Stage 1: Informal resolution with all concerned parties.  
Stage 2: Formal complaint to OC DFSC.

Stage 3: Formal complaint to GOC DFTC.  
Stage 4: Formal complaint to Chief of Staff

2. Stage 1: Informal resolution with all concerned parties.
  - a. Any students, at any time, may informally raise any issues they have with any member of DFSC Staff. These complaints can be made directly to the member of staff concerned, through the class president or to any member of DFSC, as outlined in Annex E to this policy, up to and including 2IC Training Officer. Complaints made verbally or in writing will be noted by the staff member in the student's Training Diary and will be counter signed by the student in order to make record of the complaint.
  - b. Students making a complaint must clearly state, from the outset, what remedy they are seeking as an outcome of the complaint being made. All efforts to remedy the complaint at an informal local level will be made by the member of staff to whom the complaint has been made. If all parties concerned deem the complaint to be remedied, a record of such will be made in the student's Training Diary and counter signed by the student.
  - c. In exceptional circumstances, where a student feels a complaint is of a serious nature, complaints may be made directly to DFSC. Complaints made to OC DFSC will be dealt with as per Stage 2 procedures.
  
3. Stage 2: Formal complaint to OC DFSC
  - a. If a student is dissatisfied with the resolution of a complaint made at Stage 1, they can seek to progress the complaint to Stage 2. Complaints made to OC DFSC must be made in writing as per the Student Complaint Form (Annex N). The completed form must outline, in detail, all facts related to the complaint and, where applicable, supplementary evidence can be submitted. Students will not gather statements from witnesses but may submit a list of personnel who they wish to be interviewed as part of the complaint procedure. Students must clearly state, if applicable, what attempts have been made to remedy the complaint. Students must also clearly state what remedy is sought.
  - b. OC DFSC, on receipt of the complaint shall acknowledge its receipt in writing and inquire into it. This inquiry may involve discussion with the complainant and the subject of the complaint.
  - c. OC DFSC shall, within a time guideline of Five (5) days, either redress the complaint to the satisfaction of the complainant or refer it to the GOC.
  - d. The complainant and the subject of the complaint shall be informed in writing of the action taken.
  - e. OC DFSC may advise that mediation take place between all involved parties prior to making a decision. The decision of the complaint will be one of the following:
    - The complaint is justified
    - The complaint is justified in part
    - The complaint is not justified or appoints
    - The complaint is referred to GOC DFTC
  - f. If the complaint is justified, either wholly or in part, OC DFSC will normally recommend one or more of the following actions:
    - A formal apology is made
    - Remedial action is taken by DFSC in relation to provision
    - Specified members of DFSC staff to undertake specific training in relation to the nature of the complaint.
    - Recommendation of disciplinary action in accordance with DFR A7.
    - Any other appropriate remedy
  
4. Stage 3: Formal complaint to GOC DFTC

- a. GOC DFTC, on receipt of the complaint, shall promptly either redress the complaint or appoint an officer not below the rank of Commandant to investigate and report on it. This officer shall not have any direct interest or prior involvement in the subject matter of the complaint and shall not be a member of the same unit as the complainant or the subject of the complaint.
  - b. The investigating officer shall conduct an investigation into the complaint (including an interview with the complainant and the subject of the complaint). A serving member of the Permanent Defence Force may attend with the complainant and the subject of the complaint at these interviews in a non-participatory capacity. The investigating officer shall not only investigate the complaint but shall also endeavour to resolve it. Where such resolution is not possible, he/she shall make a report to the GOC containing such recommendations as he/she considers appropriate.
  - c. The GOC shall, within a time guideline of Fourteen (14), days of receipt of the complaint consider the report of the investigating officer and take action as follows:
    - if he/she is satisfied as to the justice of the complaint, take, without delay, such steps as lie within his/her power, and as may be necessary for giving full redress to the complainant. If, in such cases, the GOC is unable to provide redress, he/she shall forward the complaint to the Chief of Staff together with his/her recommendations unless otherwise requested by the complainant.
    - if he/she is not satisfied that the complaint is justified and is unable to redress the matter to the satisfaction of the complainant, the complainant shall be informed in writing and given the basis for the inability to redress the complaint. He shall also be informed of his/her right to have the complaint forwarded to the Chief of Staff. If so requested by the complainant, the GOC shall forward the complaint together with his/her recommendations thereon to the Chief of Staff.
  - d. the subject of the complaint shall be notified in writing of the basis for the GOC's decision.
5. Stage 4: Formal complaint to Chief of Staff
- a. The Chief of Staff shall, within a guideline of Seven (7), days consider the complaint and if he/she is satisfied as to its justice take, without delay, such steps as lie within his/her power, and as may be necessary for giving full redress to the complainant. If he/she is unable to redress the complaint to the satisfaction of the complainant, the complainant shall be informed in writing and given the basis for his/her inability to redress the complaint.

### 8.3. Specific Learning Difficulties and Student Liaison Officers

- a. The Defence Forces Policy on Learning Difficulties states that the DF recognises the potential of personnel with SLDs and their capacity to contribute equally and effectively to the organisation. Commanders and training establishments therefore have a responsibility to support students with SLDs to reach their full potential on courses of training, while maintaining the required standards of competence.
- b. It is not possible for the guidelines to cover every eventuality and it is important to remember that students with SLDs are individuals with differing needs and abilities. Student Liaison Officers (SLO) should be able to deal with queries within the unit (on request through DFTC G7), otherwise queries should be directed to DJ7 for the attention of the Chief Student Liaison Officer (CSLO). For undiagnosed SLDs a request can be made for assessment with the DF Clinical Psychologist. With these support systems the best possible practice and learning environment can be created for the student.

- c. DFSC ensures that all instructors are familiar with the content of the DF Policy on SLDs. School Commandants and Training Officer must ensure that briefing on SLDs are conducted with the DFSC Staff.
- d. It is important for instructors to be aware of the characteristics and symptoms of SLDs. Sometimes students can have difficulty with what would appear to be simple tasks like learning a practical skill or remembering a sequence of instructions. Behaviour that may appear to be incompetence, laziness or wilful disregard may actually be as a result of an SLD that the individual has little control over. While the student will still have to reach the necessary standards, understanding that the behaviour is due to an SLD may help the instructor to help the student achieve those standards.

#### **8.4. Counselling**

- a. Students shall have a counselling interview(s) during their course if and when required. These interviews shall be conducted by a Board of two, usually the Chief Instructor and Training Officer or Course Tutor.
- b. During the counselling interviews students may be given the results of examinations and tests. They shall be informed of their overall performance in relation to continuous assessment if applicable, their performance in relation to headings which must be commented on in the General Assessment narrative of the Individual Course Report and any other matter considered necessary. Students shall be given ample opportunity to express their views on points raised during counselling interviews and to raise any matter they wish.
- c. Where areas of weakness have been identified students shall be informed of same. The academic staff will provide the students with periodic feedback on their progress on the course.
- d. Students can bypass the Course Tutor and request to speak directly with the Chief Instructor, Training Officer or Officer Commanding if deemed necessary.
- e. Counselling interviews shall be recorded in the Training Diary by the Training Officer, Chief Instructor or Course Tutor.

#### **8.5. Mentoring**

- a. On completion of the academic modules within the school environment students will report to appropriate catering centers of their parent units for an assessed practical work experience module of 12 weeks.
- b. Students will be assigned a mentor from the qualified kitchen staff during this period of time, generally this will be the Cook Sergeant of that kitchen (senior member).
- c. In addition to this mentoring aspect, the student will be in possession of a Student Workplace Journal. This is to document continued learning while on placement and promotes student centered learning and self-evaluation. The workbook is countersigned by the students mentor.

#### **8.6. Role of Class President**

- a. The Training Officer will nominate a Class President for officer courses and Chief Instructor will nominate a Class President for other ranks courses. The duties of the Class President are as follows:
- b. The Class President has NO duties or responsibilities in connection with discipline,



administration or instruction but may be consulted on such matters by OC DFSC or Chief Instructor as warranted necessary.

- c. He will be responsible for the security and cleanliness of student accommodation and will ensure that all students maintain a high standard. He may appoint a Room Orderly if he so decides.
- d. He will ensure that all students adhere to these instructions and the students are in their place of instruction five (5) minutes before commencement of class.
- e. The Class President will act as a Liaison Officer for the students and will bring any relevant matters to the attention of OC DFSC through the Training Officer or Course Tutor. He has the facility to attend weekly academic meetings held by the OC DFSC as a representative of the student body. In this capacity non-academic complaints may be aired or general issues may be raised to the instructional from the students through the class president. Attendance at these meetings is not compulsory.
- f. Before the commencement of each day's instruction the Class President shall submit a Casualty Report in respect of the class to the Duty Orderly Sergeant. Any absentees during the day shall be reported immediately to the Duty Orderly Sergeant.
- g. The Class President will ensure that students reporting sick shall inform the Duty Orderly Sergeant by the most expeditious means at their disposal so that he can arrange that they are attended to by a Medical Officer.
- h. Responsibilities of the Class President to the course will remain unchanged as above in the event of the class being organised into syndicates or sections.
- i. The Class President may nominate a class member to organise sporting activities on recreational afternoons.

#### 8.7. Health & Safety

- a. Aim. The aim of this chapter is to prevent accidents and risk to the health and safety of all staff, students of the DFSC and visitors.
- b. Scope. This chapter will outline the broad principles and standard procedures obtaining within the DFSC in relation to the health and safety of all persons employed within or visiting, using school equipment or involved in school exercises.
- c. General. All staff, students, and visitors to the school will:
  1. Take reasonable care of their own health and safety, and that of any other person who may be affected by their acts or omissions.
  2. Co-operate fully with School Safety staff in all Health and Safety matters, i.e. use all equipment as instructed, attend Safety courses and training periods as detailed by School Safety Officer, read and adhere to Safety Notices.
  3. Use all issued PPE (Personal Protective Equipment) correctly as required by regulations.
  4. Report any defects in equipment, any observed unsafe practice, accidents or dangerous occurrence to School Safety Officer immediately.
  5. Not interfere with or misuse any PPE, military or instructional equipment.
  6. Read and act upon the School Safety Statement as issued by School Comdt.
- d. Health & Safety responsibilities of DFSC Staff
  1. Instructors: All Instructors will:
    - a. Ensure students work environment is safe and without risk to health and safety.
    - b. Ensure that access and egress to training areas are safe.
    - c. Ensure that system of training employed is safe.
    - d. Ensure students receive such information, instruction, training and supervision as

necessary from School Safety Officer.

- e. Ensure students are in possession of, and correctly use, current issue PPE and ensure such equipment is fully operative.
  - f. Read and act upon School Safety Statement as issued by School Comdt.
2. Course OIC will ensure that the appropriate risk assessments are completed for each activity.
- e. Duties of Health & Safety Officer DFSC
1. Appointment OC DFSC will appoint a permanent School Health & Safety Officer from among the Officer or NCO Staff of the School.
  2. Duties: The School Health and Safety Officer will:
    - a. Brief all courses on arrival on the Safety Statement of the School, on Fire Orders, on the School Smoking Policy and Car Parking Policy.
    - b. Carry out regular hazard inspections and report findings to School Comdt.
    - c. Draw up a Safety Statement in conjunction with School Comdt.
    - d. Ensure Emergency Evacuation Plans are rehearsed once with students of each course at commencement of each course, and a minimum of twice yearly with all school staff.
    - e. He will ensure, on an ongoing basis, that all toilet facilities are functional, safe and hygienic.
    - f. He will advise School Comdt of action which needs to be taken to reduce or avoid occupational risks.
    - g. He will maintain records of health, safety, training, examinations, tests, inspections, accidents, emergency exercises and dangerous occurrences.
    - h. He will increase safety awareness within the School by regular safety briefings.
    - i. He will investigate accidents and dangerous occurrences.
    - j. He will keep OC DFSC updated on Health and Safety requirements and ensure that all appropriate information is available and passed on to staff and students.
    - k. Maintain contact with Safety Officer DFTC and State authorities on Health and Safety issues.
  3. Ensure all staff/students receive information and training on Health and Safety matters.
- f. Duties of Health & Safety Representative
1. Appointment The School Health and Safety Representative will be elected on a permanent basis by the staff of the School from among the School NCO / Pte ranks. His function is broadly to represent the staff of the School when dealing with OC DFSC on matters effecting Health and Safety within the School.
  2. Duties and Responsibilities The duties, responsibilities and authority of the School Health and Safety Rep are outlined in legislation. A booklet on this legislation will be issued by OC DFSC to the Health and Safety Rep. The Safety Rep should be familiar with the schools safety policy. The following rights are given to the Safety Rep under Section 13 of the Safety Act 1989:
    - a. To obtain information from School Comdt on Health and Safety matters.
    - b. To make representations to School Comdt on Health and Safety matters.
    - c. To investigate accidents (limited).
    - d. To receive advice and information from HSA Inspectors.

- e. To carry out inspections of the workplace in conjunction with the Safety Officer.
- f. To investigate potential hazards or complaints.
- g. To accompany HSA inspectors on visits in conjunction with the Safety Officer.
- h. To be placed at no disadvantage by being a Safety Rep.

#### 8.8. Communications Policy

- a. The DF is committed to developing an open and inclusive communications environment and this is seen as central to the wellbeing of DF students undergoing programmes and courses. There is a clear recognised chain of command and military communications shall typically flow through that chain.
- b. To facilitate staff & student involvement and to maximise their contributions, D J7 has developed internal communications systems and procedures. Communication is facilitated through the following means:
  - 1. Electronic Notice Boards
  - 2. IKON/ DF Website
  - 3. E-Mail
  - 4. I-Mail
  - 5. An Cosantóir/Connect/Signal Magazine
  - 6. Bde Routine Orders
  - 7. Other Orders Admin/Operational
  - 8. Performance Appraisal Interviews
  - 9. One to One Discussions
  - 10. Talks to troops
  - 11. Telephone
- c. Orders, Memoranda, instructional matter and communications pertaining to individual students shall be placed on the notice board which shall normally be located adjacent to the Orderly Room. Material placed in the notice board shall be considered as delivered to the student concerned.
- d. Students shall collect all material from the notice board daily before 0900 hrs and 1300hrs and again immediately after termination of the day's work, except when away from the Schools on Instructional tours or on leave.
- e. Students shall refer to Students' Notice Board on termination of each day's work.

#### 8.9. Smoking-DF Policy

- a. General
  - 1. It is the policy of the Minister to provide a safe working and living environment for all Defence Forces personnel and civilian workers attached to the Defence Forces.
  - 2. There is a compelling weight of scientific and medical evidence that smoking can cause damage to the health of those who smoke. In addition there is also persuasive evidence that others in the vicinity of those who smoke, but who do not themselves smoke, can be damaged by the effects of "passive" smoking.
  - 3. Accordingly in order to protect people within DF workplaces it is intended to introduce a smoking policy throughout the Defence Forces.
  - 4. For the purposes of this policy the Defence Forces environment will be divided into;
    - a. Operational Duty and Training Locations.
    - b. Other locations.
- b. Operational Duty and Training Locations
  - a. Under Section 47 of the Public Health (tobacco) Act 2002, it is prohibited to smoke tobacco products in the following locations:
    - 2. Any aircraft ship or other vessel, train, public service vehicle or a vehicle used for the

carriage of members of the Permanent or Reserve Defence Forces or other State employee.

3. Military Hospitals, dental clinics, Medical Aid posts, or Field Hospitals
4. Military schools, colleges or indoor training locations.
5. The public areas of all Messes, Canteens, bars (whether temporary or otherwise), and dry canteens. This will include dining rooms and ante rooms.
6. All places of work to include offices, duty rooms, guard rooms, comcens, and stores, cookhouses, dining halls, lecture halls, section rooms and gymnasias.

a. **NOTE :** ***Smoking in the areas listed above is banned.***

c. Smoking- School Policy

1. General

- In keeping with Defence Forces policy all DFSC staff, students and visitors will adhere strictly to the instructions in operation in the School in relation to smoking and will co-operate with policy in this area which is proactive in aiming to reduce smoking among all ranks and to eliminate totally within the School any risk to the health of non-smokers caused by what is commonly termed "passive" smoking.

2. Restrictions on Smoking

Smoking is strictly forbidden on School premises, with the following exception:

- a. Smoking is permitted outside the School building in the rear yard area and in the Porch at the West end of the School.

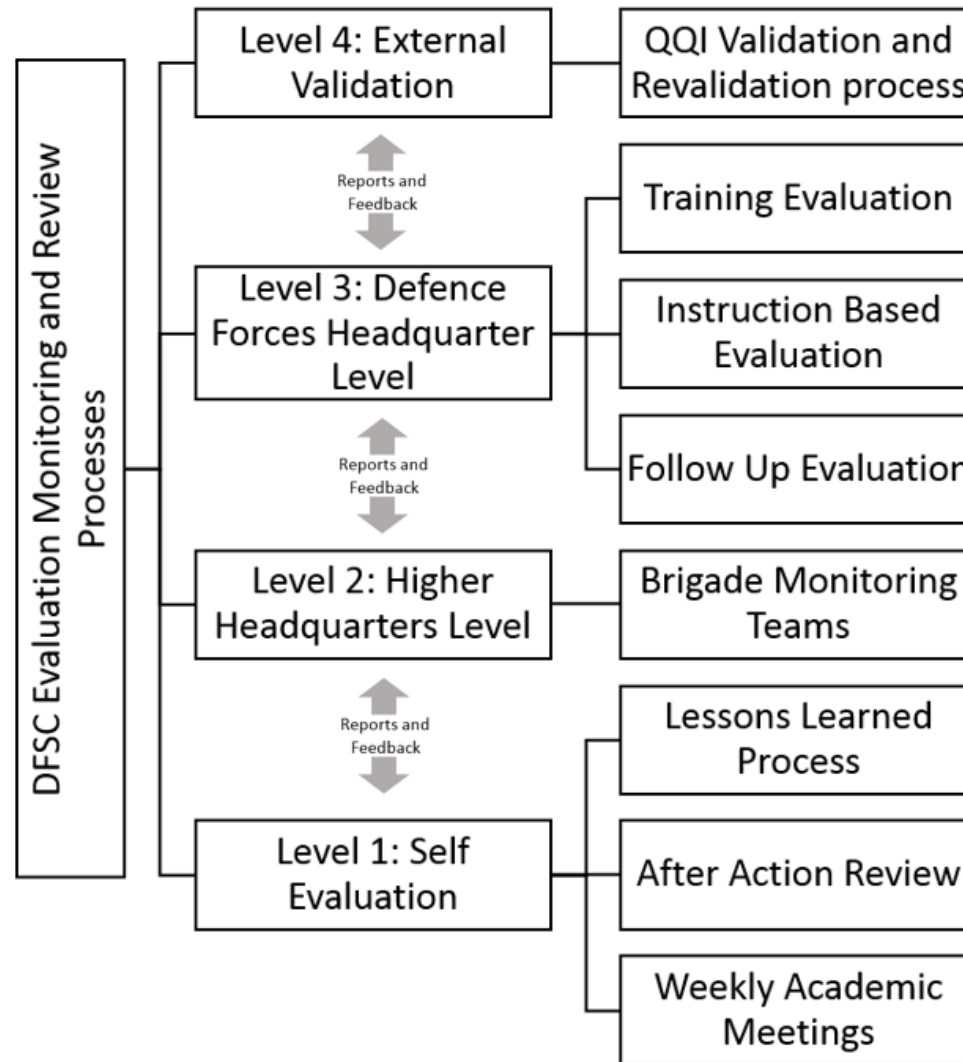
8.10. **Other DF Policies as applicable**

Defence Forces Policy Documents are available on-line thru the Defence Forces Intranet. Access to this facility is available in all offices. On request students can be granted access to a computer to access this information or avail of this facility in the Defence Forces Library located in the DFTC. A hard copy of these documents is also available at the information point under the Notice Board in the DFSC.

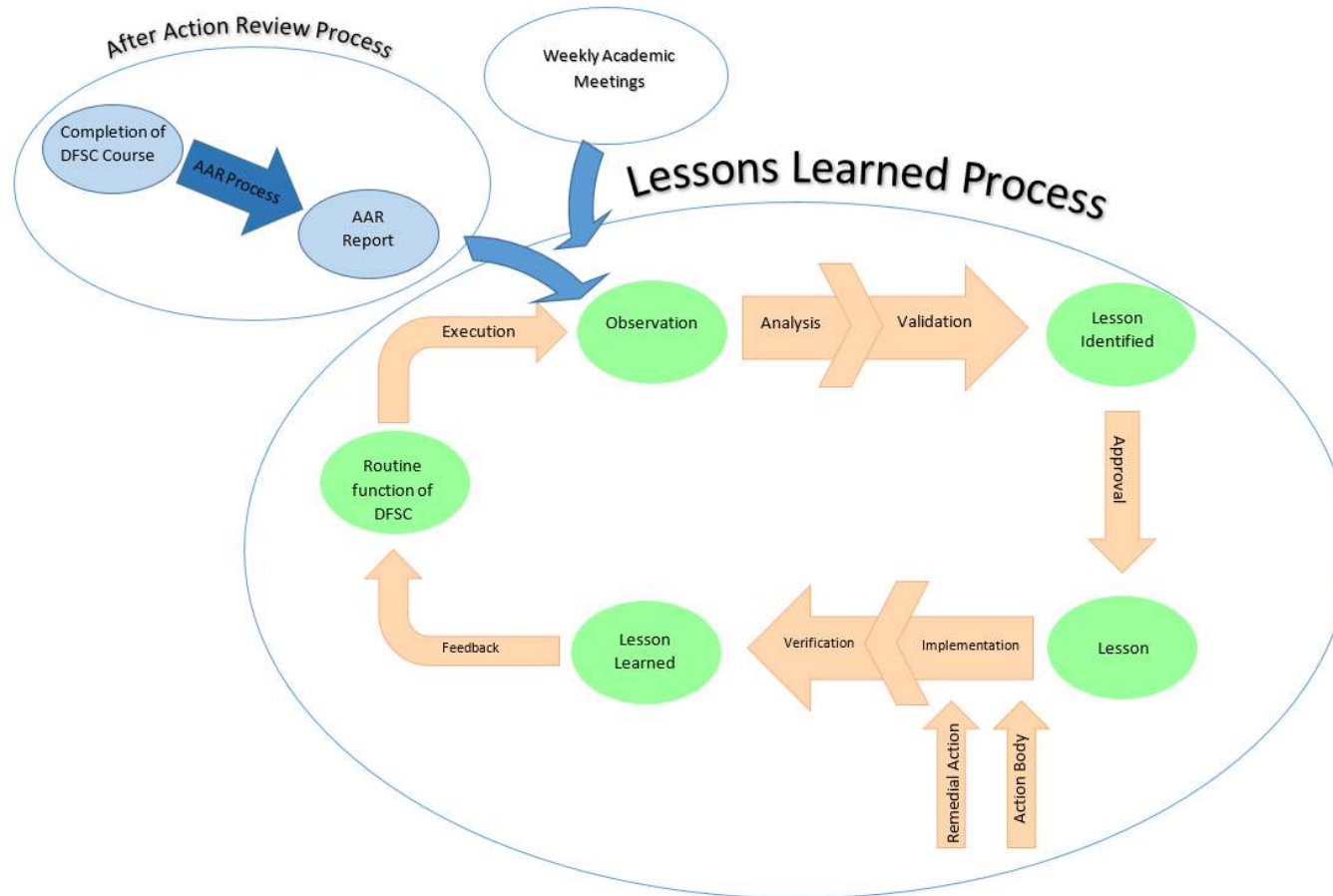
**DFSC QA Framework**



DFSC Evaluation Monitoring and Review Process



DFSC Self Evaluation Process



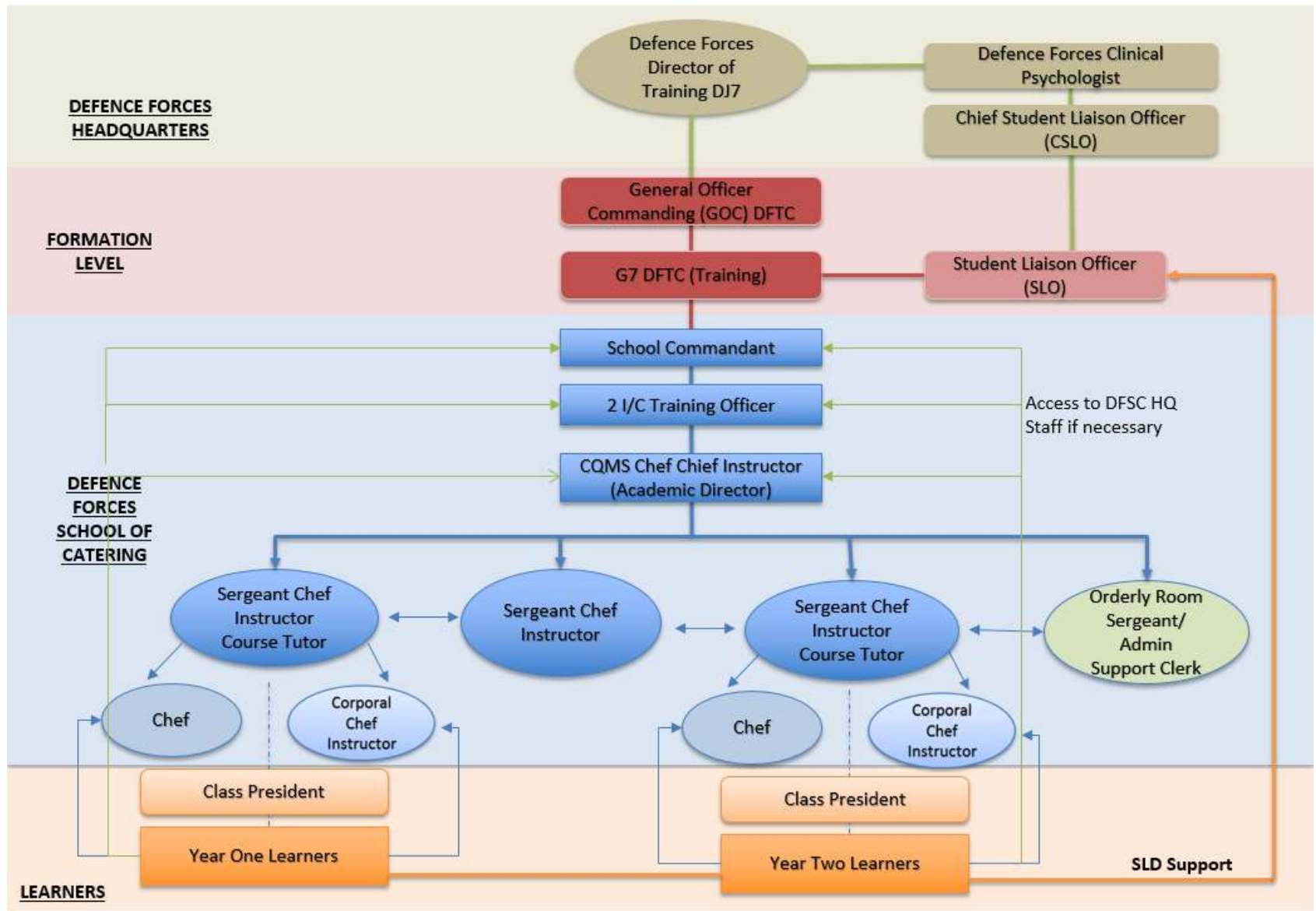
## DFSC Programme Development, Approval and Validation Process







## DFSC Organisational Chart



**APPOINTMENT OF AUTHOR OF EXAMINATION OR TEST**

1. In accordance with Standing Orders DFSC, I hereby appoint

**Rank/Name:** \_\_\_\_\_ as author of the

Examination or Test for the \_\_\_\_\_ Course.

2. In preparation of the Examination or Test Paper the author shall give due regard to the amount, content and duration of instruction given in accordance with the Syllabus in the subject under examination or test. He shall also take into account the texts and other written materials which were issued to students on the subject and any special instructions which were given on the written matter.

SIGNED THIS (DATE) ..... AT THE DEFENCE FORCES SCHOOL OF CATERING.

\_\_\_\_\_  
( )

**Comdt  
School Comdt, DFSC**

**Distribution:** Author; File.

**APPOINTMENT OF REVIEW BOARD FOR EXAMINATION OR TEST**

1. In accordance with Standing Orders DFSC, I hereby appoint a Review Board, named in para 2 of this Order, to review the undermentioned test.

**EXAMINATION TITLE:** \_\_\_\_\_

2. **REVIEW BOARD**

**President:** \_\_\_\_\_

**Member:** \_\_\_\_\_

**Member:** \_\_\_\_\_

3. **Assembly of Board.** The Board shall assemble at whichever time and at whichever location as OC DFSC shall direct.

4. **Record of Work and Custody of Documents.** The President of the Board is responsible for keeping an accurate record of the work of the Board, for the safe-keeping of the examination or test papers in accordance with Chapter 6 Standing Orders DFSC.

SIGNED THIS **(Date)** \_\_\_\_\_ AT DFSC.

\_\_\_\_\_  
( )

**School Commandant**

**Distribution:** Each Board Member; File.

**CONVENING ORDER**  
**APPOINTMENT OF EXAMINATION/TEST MARKING BOARD**

1. In accordance with Chapter 6 Standing Orders DFSC the Examination/Test Marking Board set out in para 2 of this Order, shall mark the under mentioned examination.

**EXAMINATION TITLE:** \_\_\_\_\_

**COURSE:** \_\_\_\_\_

**2. EXAMINATION/TEST MARKING BOARD**

**President:**

\_\_\_\_\_

**Member:**

\_\_\_\_\_

**Member:**

\_\_\_\_\_

3. **Assembly of Board.** The Board shall assemble as required at times and places as directed by OC DFSC.
4. **Record of Work and Custody of Documents.** Shall be conducted in accordance with Chapter 6, Standing Orders DFSC.

SIGNED ON **(Date)** \_\_\_\_\_ AT DFSC.

\_\_\_\_\_  
(                    )

**School Commandant**

**Distribution:**                    Each Board Member; File.

**RECORD OF MARKS**

RECORD OF MARKS OBTAINED BY STUDENTS OF: \_\_\_\_\_ COURSE

SUBJECT/TEST:

\_\_\_\_\_  
DATE OF TEST \_\_\_\_\_ TOTAL MARKS ALLOTTED:  
\_\_\_\_\_

SIGNED: \_\_\_\_\_ PRESIDENT

\_\_\_\_\_ MEMBER

\_\_\_\_\_ MEMBER

DATE: \_\_\_\_\_

**REQUEST FOR REVIEW OF MARKS - COVER SHEET**

**To**

School Commandant

**Through**

Chief Instr,  
DFSC,

Sir,

I hereby request, in accordance with Standing Orders DFSC, a review of marks awarded to me in TEST: \_\_\_\_\_ the result of which was notified to me on (date): \_\_\_\_\_

**EXAMINATION NUMBER:** \_\_\_\_\_

(Your name must NOT appear on this form)

**DATE OF SUBMISSION OF REQUEST:** \_\_\_\_\_

## INVIGILATOR LOG AND INCIDENT REPORT

Page 1 of \_\_\_\_

<b>UNIT / SCHOOL</b>				
<b>COURSE</b>				
<b>ASSESSMENT</b>				
<b>DTG</b>				<b>Tel.</b>
<b>TIMINGS</b>	<b>START TIME</b>		<b>END TIME</b>	
<b>INCIDENT REPORT</b>				
(Report on academic misconduct, if any, or any other unusual occurrences that disrupted the assessment.)				
(Student acknowledgement. To be signed in the case of alleged academic misconduct.) I have been made aware of the contents of this report.				
<b>Signed:</b>				
<b>Date:</b>				
<b>INVIGILATOR DETAILS</b>				
<b>Name</b>		<b>Signature</b>		<b>Date</b>



# DFSC Exam Process

ANNEX L to DFSC QA Manual

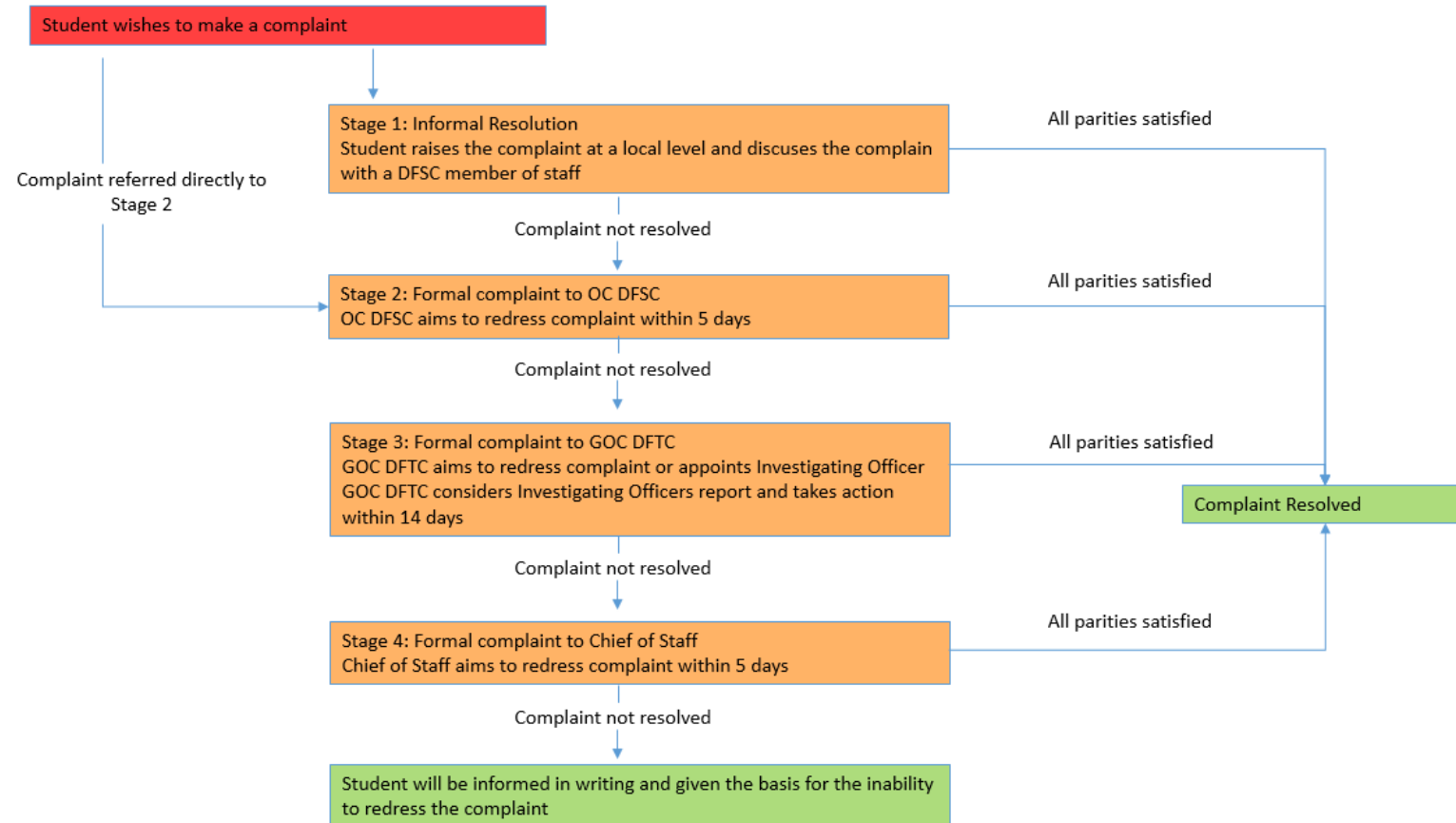
## Student Timeline



Student will sit the examination/test

Student will receive provisional marks

Student will receive their course report. Students now have 7 days to appeal their results

**Academic Complaints Procedure**

**STUDENT COMPLAINT FORM**

**To**  
OC DFSC

Sir,

I hereby submit a formal complaint, in accordance with Standing Orders DFSC, and as follows:

Service Number		Date(s) of incident(s) to which the complaint refers	
Rank		DFSC Course to which the complaint refers	
Name		Date complaint lodged	

Summary of main points surrounding the complaints, including date(s), time(s), the nature of the complaint(s) and any supporting evidence.
Detail of informal measures taken to resolve the complain, or reasons why this complaint has been referred directly for formal procedures
Desired outcome from the complaints procedure

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_