



**Warrenmount**

Community Education Centre

## ANNUAL REPORT 2021



Adult Lifelong Learning

*lifelong*

**Warrenmount CED Centre CLG** - Company Number 357738 Charity Number 14856  
Mill Street - Dublin 8 • 01 4542622 • [info@warrenmountcentre.ie](mailto:info@warrenmountcentre.ie) • [www.warrenmountcentre.ie](http://www.warrenmountcentre.ie)

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## Chairperson's Foreword

Deirdre Mathews  
Chairperson BOD



### *Another strange year*

Another year, another round of Covid restrictions! Just as we thought the vaccine would solve many of the problems associated with the virus, along came another variant. Omicron defied the immunity expected from two doses of vaccine and accelerated the provision of a booster. Thankfully, this helped to reduce serious illness and enabled some element of normality to return to our lives. During all this, Warrenmount Centre continued to do what it does best – serve the needs of its learners by providing adult and community education of the highest standard.

The board of directors continued to meet on line during 2021. As we took a break for the summer, we were optimistic about resuming face-to-face meetings in September. However, our optimism was not well founded and by autumn, we resigned ourselves to another round of online meetings. Despite this, the work continued apace.

With one or two fresh faces, we have become more and more familiar with the Charities Governance Code, addressing any issues associated with each of the six principles. Our compliance with requirements ensures that we work within the agreed Code but also that we ensure transparency with regard to our work. Thanks to the talent and dedication of our members, we have updated many of our policies and maintained oversight of the highly effective operation of the Centre.

The board has been privileged to oversee the work of the director, manager, staff, tutors and volunteers in 2021. It is with great pride that we can report another very successful year of learning in spite of ongoing restrictions and almost exclusively online learning. We congratulate all concerned and note the dedication and commitment needed to enable this success. We are particularly grateful to staff members who were open to new ways of supporting learners. We are impressed and gratified by the resilience of learners who were successful in facing new challenges. The flexibility of all involved is noteworthy.

As a result of funding from the ETB in the autumn of 2021, the Centre was enabled to upgrade some of its IT equipment, in preparation for an eventual return to face-to-face or perhaps a blended approach to learning. It also assisted in deep cleaning and painting much of the Centre.

The successful work of the Centre would not be possible without the careful and expert leadership of our director, Pauline and our manager, Lia. We greatly appreciate all you have done in 2021 – a very big thank you seems inadequate. Míle buíochas.

As chair, I want to acknowledge the dedicated participation of all board members during 2021. Meetings were very well attended; fruitful discussion on a variety of topics took place; and clear advice and direction was provided as required.

To the staff, tutors and volunteers, I thank you sincerely for your flexibility in enabling the mission of the Centre to be fulfilled.

The Centre would not exist without the vision and ongoing valuable support of the Presentation Sisters. I offer my heartfelt thanks to them for this support.

Learners, you are the heart of the Centre. I congratulate you for accepting the many challenges you faced in 2021 and especially for all you achieved. May you continue to enlighten and to be enlightened by your participation in the Centre.

I wish you all good health and continued success until we can safely meet in person again.



## Vision, Mission Statement and Values

### Vision

Our vision is that Warrenmount CED Centre will be perceived as a Centre of Excellence in the provision of community education.

### Mission Statement

At Warrenmount Centre, we aim to meet the needs of the local community by creating opportunities, building confidence and developing skills. We do this through a learning style that is **person-centred**, **participative** and **informal**. Through this, we hope to give people a voice enabling them to create a better society.

Guided by the charism of the Presentation Congregation the Centre is committed to providing an open, friendly, welcoming atmosphere where people are respected and valued.

### Values



### Strategic Plan 2017 to 2020 [Extended to 2021] Four Objectives

1. To provide quality community education that responds to the needs of learners
2. To ensure that the learning environment is respectful, safe, supportive and inclusive
3. To influence adult and community education policy and practice at local, national and European level
4. To promote the Centre as a Centre of Excellence in adult and community education

# Things they love!



ESOL Class



## *Learner Feedback Comment, Basic ESOL, Term 2, 2021*

*"I am very happy with my course because I learned new things. Also, enjoy doing my homework and practicing my reading with a teacher with so much patience. I am very grateful."*



## Centre Director's Introduction

Pauline McGaley  
Centre Director



The word that echoes the experience of 2021 I think would be the word 'challenging'. It was a challenging year for the Centre, for the staff and tutors and it was indeed challenging for learners. Having said that, challenges are opportunities to 'rise to the occasion' and it is with pride and congratulations that we look to our community education family and know that the challenges that presented themselves throughout the year showed the resilience and positivity of all concerned. Covid limitations did not dampen the creativity, 'other ways' were found to keep our community alive. Tutors and learners perfected their online experience and many learners appreciate the steep learning curve over two years! It is evident throughout the Annual Report the Media Group were instrumental in capturing the fun and happy moments, keeping positivity to the forefront of the challenges of the year.

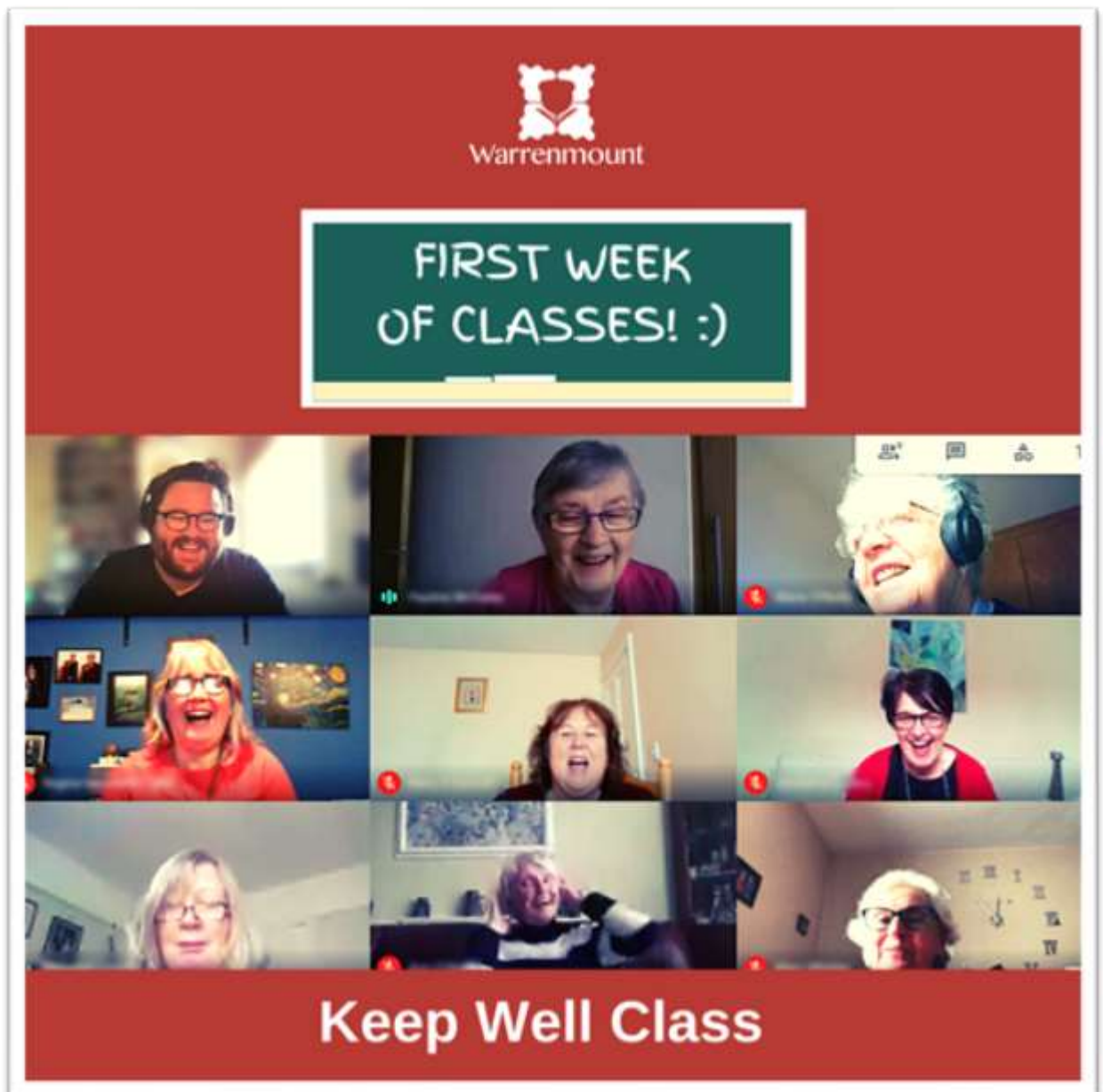
Behind the scenes, staff continued to work on preparation for the reengagement with QQI. This long process is essential to ensuring that Warrenmount Centre can continue to provide certification for the many courses and programmes on offer, allowing learners to further their education and attain national certification. The work that culminates in a Quality Assurance Manual for the Centre guarantees the commitment of management, staff and tutors to provide a Centre that we can all be proud of.

Plans are in train to create our new Strategic Plan for 2022 to 2024. We have engaged the service of Quality Matters to ensure that all stakeholders involved with the Centre have an opportunity to be part of this plan.

Thanks is due to AONTAS who supported Warrenmount and so many other Centres over the last year through the Community Education Network. They brought our concerns to Government departments and, through their efforts, support became available to mitigate the effects of COVID on the experience of some learners. The city of Dublin ETB also supported our efforts to prepare our Centre for a safe return for our staff and learners.

We appreciate the commitment of the Presentation Sisters to Warrenmount Centre and we value their support and funding. Our Board of Directors, staff, tutors and learners are all an integral part of Warrenmount Centre developing and enriching our local community in numerous ways

There is no doubt - 'Ní neart go cur le chéile': 'together we are stronger'



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***Learner Feedback Comment, Keep Well Class, Term 2, 2021***

*"I have loved every minute of the Wellness course as Pauline & Josh dedicated so much time to the input and allowed us to grow. I loved all aspects, especially participation with all in the class. This course never fails me as its vibrant, great variety of topics, all participants give a hundred percent and really no one wants to miss a class. Take a bow Pauline & Josh."*

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## Centre Manager's Report

Lia Clarkson  
Centre Manager



In keeping with the theme of working and studying remotely, as well as not re-inventing the wheel, I have included many of the great social media posts in this year's Annual Report. Our Social Media Team worked hard to bring the Centre to the learners, to communicate with a positive energy to help people stay engaged while we were remote for most of the year. These social media posts capture the essence of the Centre, a place that has a wonderful community of learners and staff, who have helped each other cope, learn and feel more positive over the past two years. Even though we were remote, we managed to have some good celebrations, and fun!

I have also included some of the learner feedback comments, they are uplifting, and a reminder that despite what seems like a lost two years, our learners have had the opportunity to achieve QQI Certification, learn new skills, make new friends and most importantly remain optimistic. As I spend quite a lot of time reviewing the quantitative data, and tend to spend less time focussing on the comments, it was real treat.

I would like to thank the Staff and the Board of Directors for their continued support and look forward to 2022 with a cautious optimism that things will return to some form of normal. I hope you enjoy the 2021 Annual Report.





FIRST WEEK  
OF CLASSES! :)



## ESOL Internet Skills Class

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### *Learner Feedback Comments, ESOL QQI Level 3, Term 2, 2021*

*"This course was amazing for me and I will participate in more courses at Warrenmount."*

*"Congratulations to the school and teachers, they are very friendly and polite."*

*"Excellent course with competent teachers and a lot of energy in class."*

*"I just want to say thank you to our teachers, who help us socialize in Ireland"*

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## Achievements 2021 – Challenges 2022

### Achievements for 2021

- Adherence to Strategic Plan 2017 – 2020 [Extended to 2021]
- Provided online classes from Jan to December, with some “in-person” classes
- Supported tutor and staff with CPD on aspects of teaching and working from home during the pandemic
- Ongoing work towards re-engagement and revalidation with QQI

### Challenges for 2022

- Finalise Strategic Plan 2022 – 2024
- Preparing Quality Assurance Policies and Procedures for re-engagement with QQI
- Continue to update the Centre's website for improved end-user experience and to publish required Quality Assurance information
- Continue to enhance relationships at Local, European and International levels
- Return to Centre and getting back to “normal”
- Re-connect with learners who were not able to do classes online

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### *Learner Feedback Comments, Drawing QQI Level 4, Term 2, 2021*

*“Helen was a great tutor, very clear and precise, made the online course very interesting and gave plenty of suggestions on how to improve our work. Thanks so much Helen, I have thoroughly enjoyed the course and am sorry it is coming to an end.”*

*“I had technical difficulties presenting to the class as I was only using an I pad but other than that it was perfect.”*

*“Thank you Warrenmount.”*

*“It was great. I really enjoyed it.”*

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## Staff and Tutors



Pauline McGaley  
Centre Director

Lia Clarkson  
Centre Manager

Anne Flynn  
Centre Administrator

Cathy Dwyer  
Centre Secretary

Anne Hannan  
Quality Assurance Officer & Tutor

Stephen Flitton  
Programme Coordinator

Barney Joyce  
Resource & Tutor

Helen O'Keeffe  
Tutor

Mary-Claire Hally  
Resource & Tutor

Louisa Crowley  
Tutor

Eoin O'Brien  
Tutor

Aileen Lebrocquy  
Tutor

Joshua Golding  
Class Liaison & Tutor

Roberto Simoes  
(Katarina Barcellos)  
Social Media Co-ordinator

Ayah Elsebaai  
Tutor

Ali White  
Tutor

Sinéad Hyland  
Tutor

Enda Fahy  
Tutor

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*Thanks to all our Staff & Tutors in 2021*

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## Tutor Reflection

Helen O' Keeffe  
Tutor



There was always a realisation that remote working might happen some time in the future. However, when the 12th of March 2020 arrived and Covid 19 really took hold - a realisation occurred that we were now in uncharted waters. We would have to change the way we did things and now out of immediate necessity!

Suddenly home became the work place - the small conservatory attached to the house became the new classroom and the laptop the channel for virtual connectivity with our Learners.

Now everyone was in their kitchens or bedrooms or wherever they could link up!

I have enjoyed using Google Classroom over the past number of years but it really came in to its own with the addition of Google Meet.

The mad scramble to learn more digital interactive ways of engagement was on! I really appreciated the exploration of new avenues at our induction meetings and all the help with new apps. If I did not know how to do something, The team in Warrenmount or someone on youtube would have figured it out! The flipped classroom model had us

directing the students to locate where the knowledge could be found. Sethi deClerc's youtube channel was my 'go to' guide in relation

to changes that continuously occurred in relation to the classroom.

Learners have access to their Tutor in an instant using Google classroom and generally they enjoy the immediate connectivity.

Teaching a practical art class online was challenging. In order to create demonstrations I used a document reader to upload step by step information. Yes there are tons of tutorials on youtube but sometimes you need a little less! By the end of our painting and drawing course at level 4 we had enough to show a virtual exhibition!

Despite our distance we became very connected online and I feel assured as we move into the future that we will develop a new hybrid model and go from strength to strength!





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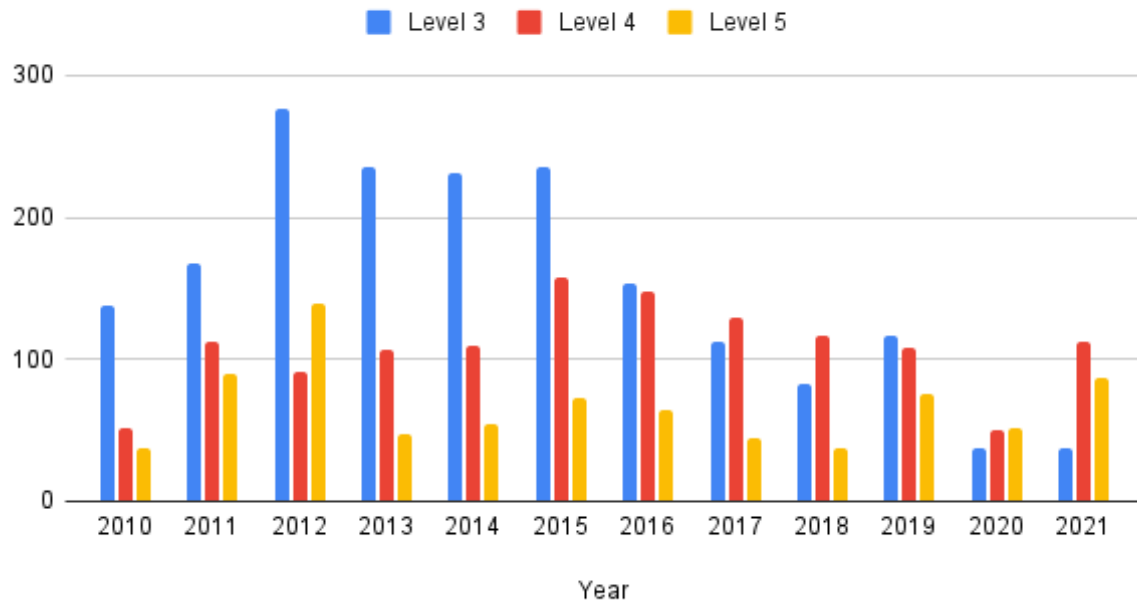
***Learner Feedback Comment, Childcare QQI Level 5, Term 2, 2021***

*"Thoroughly enjoyed the course, the content was extremely interesting. The access to the slides and information from each class was great. The tutor was very informative and fair. Overall, a great course especially as it was my first one online. Thanks to you all."*

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## QQI Folder Submissions

### QQI Awards 2010 to 2021

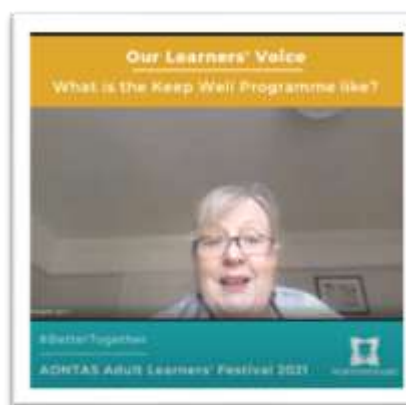


QQI Folder Submissions 2010 to 2020				
Year	Level 3	Level 4	Level 5	Total
2010	138	51	37	226
2011	168	112	90	370
2012	276	91	139	506
2013	235	107	48	390
2014	231	109	54	394
2015	235	158	73	466
2016	153	147	64	364
2017	113	130	44	287
2018	83	117	38	238
2019	116	108	75	299
2020	37	50	51	138
2021	37	113	87	237

Lia Clarkson | Centre Manager

The flowchart, titled "Warrenmount Centre QA System 2021", illustrates the quality assurance process. It begins with "QQI Programme Validation". If the answer is "No", it leads to "Programme Review and Planning Team (PRPT)". If "Yes", it leads to "Programme Development", then "Programme Delivery", and finally "Assessment". The "Assessment" stage involves the "Internal Validation Team", "External Authorisation", "Results Approval Panel", "Finalised Results", "Appeals Committee", and "Final Results". The "PRPT" leads to "Programme Monitoring & Review", which then leads to "Learner Feedback", "Tutor Feedback", "Stakeholder Feedback", and "Learner Support". The "Quality Assurance Team (QAT)" is a central hub, receiving input from the "Board of Directors", "Academic Committee (AC)", "Health and Safety Committee", "Centre Administration", "Data Management", and "Learner Feedback". The "QAT" also leads to "Staff Recruitment" and "Technical Recruitment". The "Centre Administration" leads to "QQI Certification", which then leads to "Final Results".





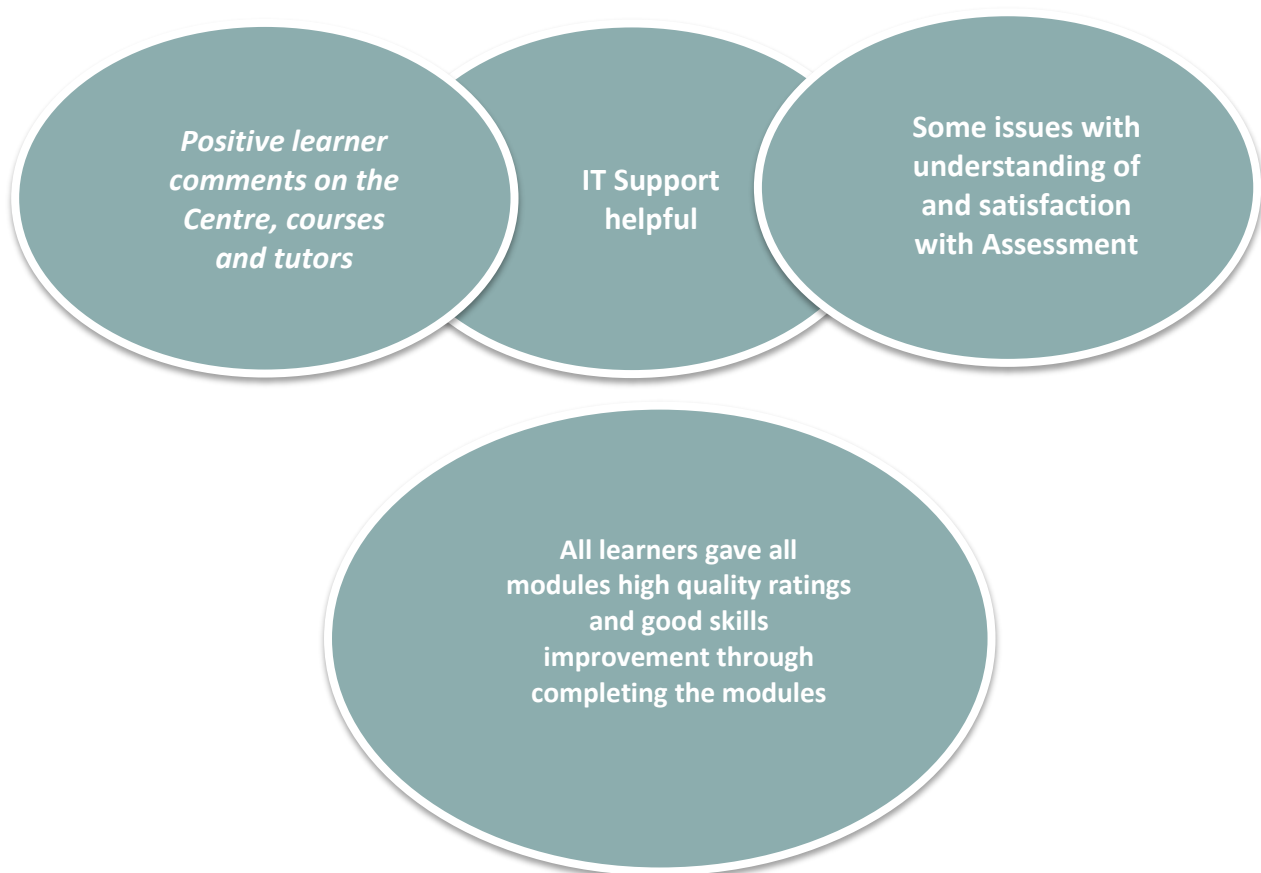
## Programme Coordinator Update

Stephen Flitton  
Programme Coordinator



As Warrenmount is due to Re-engage with QQI in the first quarter of 2022, much of the Programme Coordinators work for 2021 was to contribute to the preparation for re-engagement. In line with this, I reviewed the programme evaluation procedures to ensure that they are in line with QQI Guidelines and reflect the reality of how the Centre evaluates its modules and programmes

I co-ordinated and reviewed the module evaluations for all modules that were run in 2021 and created the Module Evaluation Reports for the Programme Review and Planning Team, as well as providing tutors, staff and learners with feedback on the evaluations. Below are some items noted from those evaluations:








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***Learner Feedback Comment, ESOL QQI Level 4, Term 4, 2021***

*"I don't even know what to say, I liked everything, especially the trip to the museum."*

*"Aileen is a wonderful teacher and I enjoyed every single class."*

*"This course helped to refresh knowledge and learn a lot of new things."*

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## CDETB PLSS Reports

The CDETB/SOLAS PLSS database shows the number of beneficiaries in each of the four funding categories, as well as gender breakdown. In 2021, CDETB/SOLAS amalgamated three of the funding streams into one, Community Education, to reflect the funding categories.

2021

Learners	Gender ▴ ▾		
Programme Category	Female	Male	Grand Total
BTEI Groups	106	8	114
Community Education	430	105	535
Grand Total	536	113	649

2020

Learners	Gender ▾		
Programme Category	Female	Male	Grand Total
BTEI Groups	79	7	86
Community Education	291	58	349
ESOL	90	34	124
Voluntary Literacy Tuition	85	26	111
Grand Total	545	125	670

2019

Learners	Gender ▾		
Programme Category	Female	Male	Grand Total
BTEI Groups	138	44	182
Community Education	354	121	475
ESOL	131	54	185
Voluntary Literacy Tuition	84	53	137
Grand Total	707	272	979



# International Tea Day

21st May



## ***Learner Feedback Comments, Failte Isteach English Conversation, Term 2, 2021***

*"This course helped me to learn news things in English and get better. For example I didn't know how to order food in a restaurant, now I can do it."*

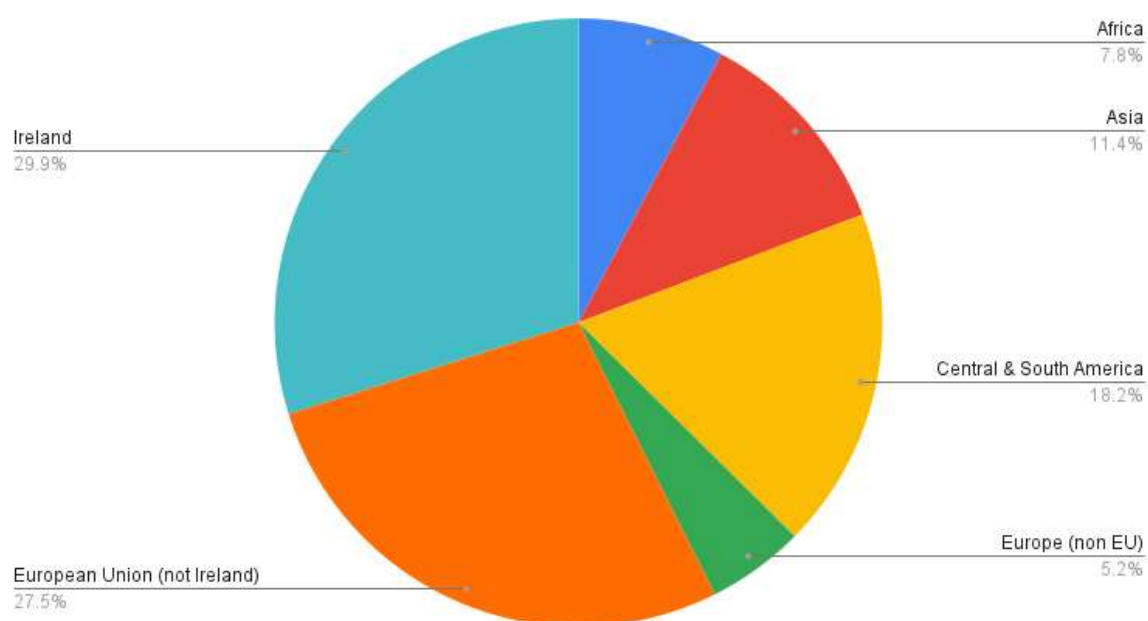
*"It was a pleasure to be in the conversation class with Mary, since she always seeks to talk about everyday life, which made me feel safe when speaking and expressing myself, I really liked the pedagogy with which she corrected me and her way to explain."*

*"Thanks to everyone who works for us in the centre , I really enjoyed the classes , and I hope if the class could be more than 1 hour"*

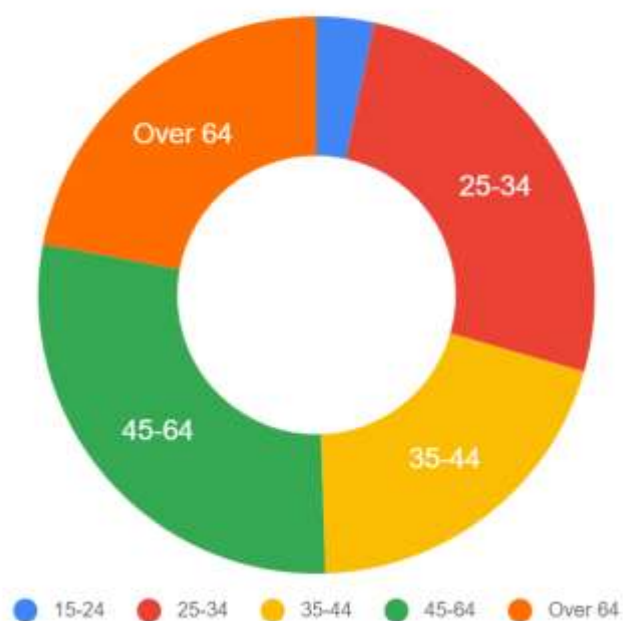
*"Warrenmount is excellent Centre of training! I enjoyed a lot and I would like to take part in other courses."*

## Statistics

Learner Nationality by Region 2021

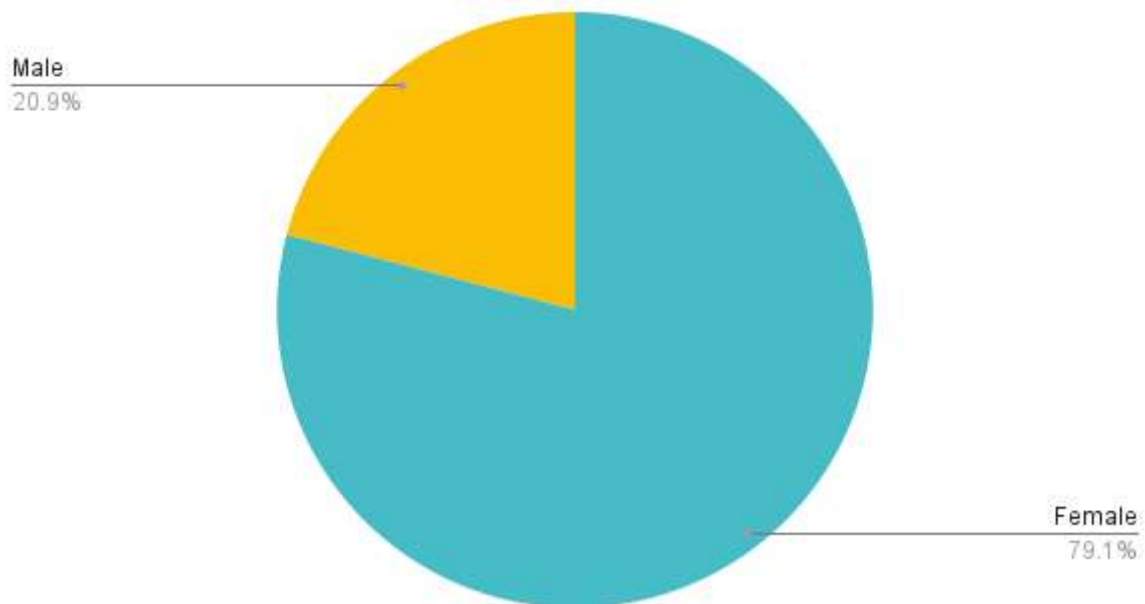


Number of Learners by Learner Age Group



## Gender

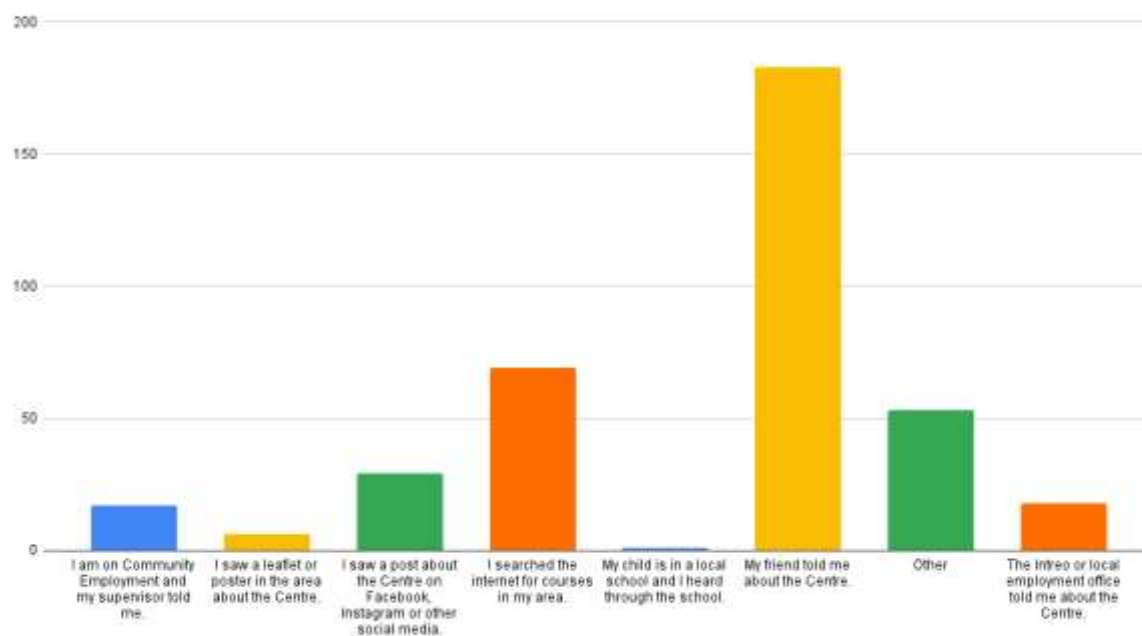
### Gender 2021



In comparison, in 2020, there were 25% Male and 75% female learners attending the Centre. Also, it should be noted that the PLSS system does not have any option for "other" in gender.

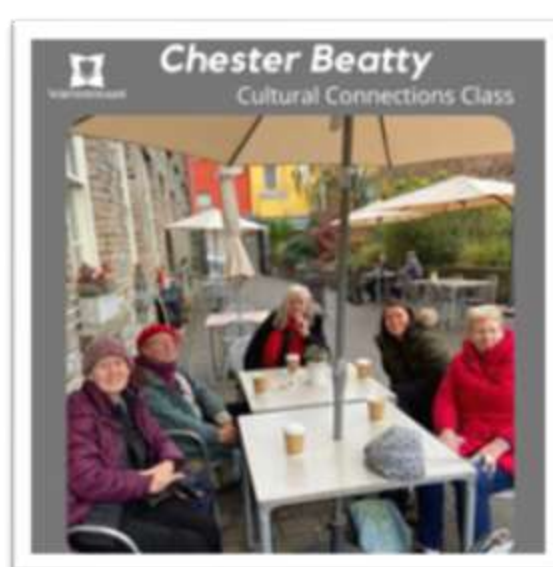
## Communication

### How learners heard about the Centre 2021





## Tours & Outings



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### *Learner Feedback Comment, Cultural Connections Class, Term 4, 2021*

*"Joshua is a wonderful tutor, he always made the class interesting and I learnt to many new things about Ireland and Dublin, specially about Irish music (It was lovely), I enjoyed the class so much and I appreciate all the effort in doing face to face sessions."*

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## Social Media Reporting

Roberto Simoes Barcellos | Social Media Co-ordinator


### Social media 2021 Overview

(Period: Jan to Dec 2021)

#### New Followers:

(Period: Jan to Dec 2021)

 **348** (Total: 1,564)

 **131** (Total: 364)

 **65** (Total: 102)

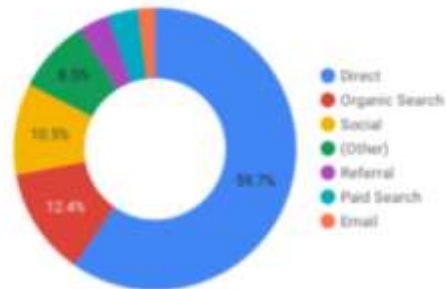
 **74** (Total: 260)

 **6** (Total: 34)

**Total New followers: 624**

Every Wednesday we have a social media meeting for strategic content planning.

Our challenge for the next few months is creating video content for social media and youtube.



**Social Media source reached the top 3 channel in 2021, followed by Organic Search and Direct. It represented 10.5% of the website traffic.**

**Social media conversion rate (Form completed on the website): 17.3%**

### Social media 2021 Overview

#### Social Media:

(Period: Jan to Dec 2021)

 **Facebook**

Facebook Page reach 📈

53,635 ↑ 136.7%

 **Instagram**

Instagram reach 📈

10,691 ↑ 154.8%

 **Twitter**

engagement rate

2.8%



# International Day of Yoga



21th June



## *Learner Feedback Comment, Yoga Class, Term 4, 2021*

*"Very relaxing and beneficial class, thanks!"*

*"Excellent tutor. I want more of the same"*

*"Sophie was brilliant at running the yoga class"*

## Web Analytics Reporting

Barney Joyce | Web Analytics Co-ordinator

### Website performance

	Page	Page Views
1	/	12,000
2	adult-education-courses-and-timetables/	6,362
3	esol-programme/	643
4	early-childhood-care-and-education/	507
5	esol-basics-course/	504
6	timetables-and-courses-programme/	224
7	esol-course/	472
8	adults-for-work-programme/	444
9	esol-course/	444
10	adults-for-its-programme/	407
	<b>Total total</b>	<b>36,548</b>

(Period: Jan to Dec 2021 X Jan to Dec 2020)

Page Views	Avg. Time on Page
Page Views 36,548 +15.1%	Avg. Time on Page 00:01:38 -15.0%

In 2021 we had 36.54% more page views than in 2020. Also, people spent 15% less time on our website in 2021 than in 2020.

**Top pages visited:**  
30.6% Homepage  
27.8% Timetables page  
11.1% ESOL overview page

**Top pages of conversion:**  
34.7% Homepage  
17.9% Timetables' page  
1.7% ESOL overview page

### Goal Completion Pages, 2021



Our Main Page had more access in 2021 followed by timetables page...



### Website Audience Profile

(Period: Jan to Dec 2021)

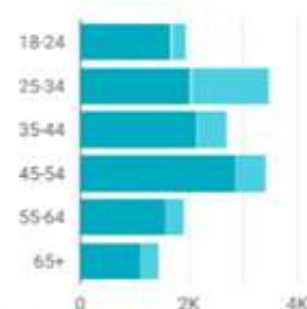
**76.7%** Female

**73%** Mobile access  
**24%** Desktop access  
**3%** Tablet access

**2.3%** New visitors



**48%** 25-34 to 35-44 Aged



*Increase in followers, reach and engagement across all social media*

*18% increase in traffic to our website in 2021 compared to 2020*

*Paid campaigns on social media were the main access channels to the website in the period*





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#### ***Learner Feedback Comments, Customer Service QQI Level 4, Term 1, 2021***

*"I would like to thank the teachers for the opportunity and their patience. I learnt a lot from them."*

*"This class was hard for me, but a good experience. Thank you."*

*"Thanks for all the knowledge you shared with us, for sure I will be applying all the concepts and practice from this course in my work life."*

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## Volunteer Update

We had 9 volunteers available to facilitate the Fáilte Isteach Groups. The classes were very successful and enjoyed by volunteers and learners alike. Thanks to Marie Brady, Josephine Keane, Margaret Healy, Jenny Masterson, Caroline Mahon, Mary Barry, Pat Campbell, Finian O'Shea and Sian Thomas.



We appreciate the time, commitment and generous contribution of all our volunteers.

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### ***Learner Feedback Comment, Fáilte Isteach English Conversation, Term 2, 2021***

*“The tutors rock! They are always helping us to grow our English skills. During the classes, we've had so many good conversations, talking about everything. That could help me to improve my vocabulary, my confidence talking English and make new friends.”*

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## Volunteer Reflection

Faílte Isteach Volunteer

Marie Brady



I've been volunteering with Warrenmount Centre for about five years now. I first went to the Centre as a learner myself. I've had – and still have – a wonderful time there, taking up new subjects like drawing, art appreciation, family history and data analytics, meeting new people and making new friends. I've experienced professionalism, kindness, enthusiasm and good humour in equal measure right across the board there.

I'd heard about Fáilte Isteach (FI) from a pal who'd been involved with the movement for several years. It seemed a great idea – where newcomers to Ireland would get a chance to practise and improve their spoken English, and FI volunteers could learn something of other countries, customs and ways of life. I was delighted when the opportunity to become involved arose – apart from anything else, it gave me an opportunity to return, in a small way, some of the opportunities that Warrenmount provided for me.

It pays to be prepared for the conversation classes, but that's not difficult. The FI manuals that the Centre provides are very helpful. Every week they lay out different topics of conversation that can be used as guides to give the

learners an opportunity to converse about everyday aspects of life. They were very useful for me, too – after I read them, I found myself thinking a bit about what we would be talking about at the next class, and how to keep the conversation flowing.

Pre-Covid, the classes took place in one of the bigger classrooms at the Centre. What an experience! The learners were very keen to communicate; after a while they used to forget to worry about “getting the grammar right” and got stuck in enthusiastically to whatever the topic of the day was. The energy levels (and the noise levels) were stratospheric – I always felt a buzz from being there.

Then the pandemic struck. Looking back on it, the decision to go online was a “no-brainer”, but, at the time, it was a challenge. Would I be able for the technology? Would the learners be comfortable with it? What would happen if the system broke down? What about the collective energy that contributed so much at the in-person classes? Would it be possible to keep the conversations going, and everyone engaged, without the catalyst produced by being together in the classroom?

Perhaps it's a bit early to say, but, for me, the answer is a definite "Yes". In some ways it's been very different; although we can all see each other on the screen, we have to take it in turns to use our microphones, so the spontaneity is not as evident. Also, the little exercises in the FI booklet that can be used to consolidate some of the grammatical points etc. are not easy to use online – at least not by me, anyway. However, there have been plusses, too. As long as they're able to log on, I think it's been easy for the learners to participate. It's also been possible for them to stay safe while continuing their learning, and to be at home for family members who might need their care. In a strange way, I also think it's been easier for some of the shyer ones to converse, without the distraction of other people being around at close quarters.

We've had some good laughs, too. Some of the learners are great at celebrating birthdays, holidays etc, getting dressed up for the occasion, and decorating their home offices for us all to enjoy. I've picked up a good few recipes, lots of tips about cooking, as well as suggestions for days out and holidays. I've even dashed to the kitchen presses to take out a few product labels to share - everything from gelatine powder to Irish whiskey.

So, while I'm looking forward to getting back to the in-person sessions of FI, the online opportunities (both as volunteer and learner in Warrenmount) have been a godsend to me.





## 17 GOALS TO TRANSFORM OUR WORLD



### Sustainable Communities

The Sustainable Development Goals (SDGs) invite people to 'think global and act local' to end all forms of poverty, fight inequalities and tackle climate change. There is enormous potential for communities to drive this agenda at a local level, by nurturing what is working already and growing new ideas through innovation. [Quoted from the Wheel's Sustainable Toolkit]

### Promoting the Goals

Anne Hannan, tutor at Warrenmount Centre, issues monthly information updates for tutors that the Centre promotes on regular social media and blog posts, inviting people to take action.



## Funders' Overview

**CDET B**

An Bord Oideachais agus Oiliúna Chathair Bhaile Átha Cliath  
City of Dublin Education and Training Board



**SOLAS**

An tSeirbhís Oideachais Leanúnaigh agus Scileanna  
Further Education and Training Authority



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*The Board of Directors thank all who support our work*

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