



etb

Bord Oideachais agus Oiliúna
Mhaigh Eo, Shligigh agus Liatroma
Mayo, Sligo and Leitrim
Education and Training Board

2018

Learner Handbook.



Part-time service

Version 1

September 2018

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Glossary of Terms

MSLETB	Mayo, Sligo and Leitrim Education and Training Board.
FET	Further Education and Training.
TEL	Technology Enhanced Learning.
BTEI	Back to Education Initiative.
ESOL	English to Speakers of Other Languages.
QQI	Quality and Qualifications Ireland.
SOLAS	An t-Seirbhís Oideachais Leanúnaigh Agus Scileanna. (The Further Education and Training Authority)
RPL	Recognition of Prior Learning.
AEC	Adult Education Centre.
GDPR	General Data Protection Regulations.
CAO	Central Applications Office.

Introduction

Mayo, Sligo and Leitrim Education and Training Board (MSLETB) is one of sixteen ETBs that manage and run second-level schools, further education colleges, multi-faith community national schools and a range of adult and further education centres delivering education and training programmes. MSLETB is active in local communities through the provision of training and education programmes delivered in training centres, colleges and other training and educational settings. MSLETB seeks to make a real difference to the lives of the people it serves in the border and mid-west region.

Our Vision

Innovative, high quality further education and training (FET) services and programmes that provide our learners with transformative opportunities for life and living.

Our mission

MSLETB will lead, develop and provide further education and training services that empowers people, communities and enterprises to reach their full potential.

Mayo, Sligo and Leitrim ETB is committed to providing learners with:

Skills for the economy

MSLETB FET provision will address the current and future needs of learners, jobseekers, employers and employees and will contribute to national economic development.

Active Inclusion

Through active inclusion, MSLETB's FET services will endeavour to support all people to access FET services that enables them to reach their potential and enable them to contribute to society. Special focus under this goal is targeting people who are most marginalised within society.

Quality Provision

MSLETB will provide high quality education and training programmes and will meet the appropriate national and regional quality standards.

Integrated planning and funding

MSLETB provision will be planned and funded based on objective analysis of needs and evidence of social and economic impact.

Standing of FET

MSLETB will ensure a valued learning path leading to agreed employment, career, developmental, personal and social options.

Technology enhanced learning (TEL)

All learning in MSLETB FET will be supported and enhanced using electronic media.

Part-Time Services

All courses are run on a flexible part time basis in the mornings, afternoons, evenings or weekends to give learners the opportunity to combine a return to learning with a busy lifestyle. The part-time service runs courses from Quality and Qualifications Ireland (QQI) levels 1 to 6 through initiatives such as:

Back to Education Initiative (BTEI) provides part-time Further Education Programmes for young people and adults. The aim of these courses is to give an opportunity to combine a return to learning with family, work and other responsibilities. Programmes offered under the BTEI initiative are QQI certified levels 3 to 6.

BTEI Services, Sligo.	<u>Tel: 071-9138412</u>
BTEI Services, Leitrim.	<u>Tel: 071-9620024</u> <u>Ext:205</u>
BTEI Services, Central and West Mayo.	<u>Tel: 094-9038038</u>
BTEI Services, East and South Mayo.	<u>Tel: 094-9362762</u>
BTEI Services, North Mayo.	<u>Tel: 096-71652</u>

Adult Basic Education Service provides literacy and numeracy tuition in a supportive environment for adults who need to develop their skills in reading, writing, spelling, maths, using everyday technology, ESOL and family learning. Courses offered under the Adult Basic Education programme are QQI certified Levels 1 to 3.

Adult Basic Education Service, Sligo.	<u>Tel: 071-9138416 / 071-9138415</u>
Adult Basic Education Service, Leitrim.	<u>Tel: 071-9620024</u> <u>Ext: 261</u>
Adult Basic Education Service, Central and West Mayo.	<u>Tel: 094-9038038</u>
Adult Basic Education Service, East and South Mayo.	<u>Tel: 094-9362762</u>
Adult Basic Education Service, North Mayo.	<u>Tel: 096-71652</u>

Community Education Service aims to empower and support communities. The service is firmly community-based, with local groups taking responsibility for, and playing a key role in organising courses and deciding on programme content. This scheme enables disadvantaged adults to avail of community education at minimal or no cost.

Community Education, Sligo. [Tel: 071-9138310](tel:071-9138310)

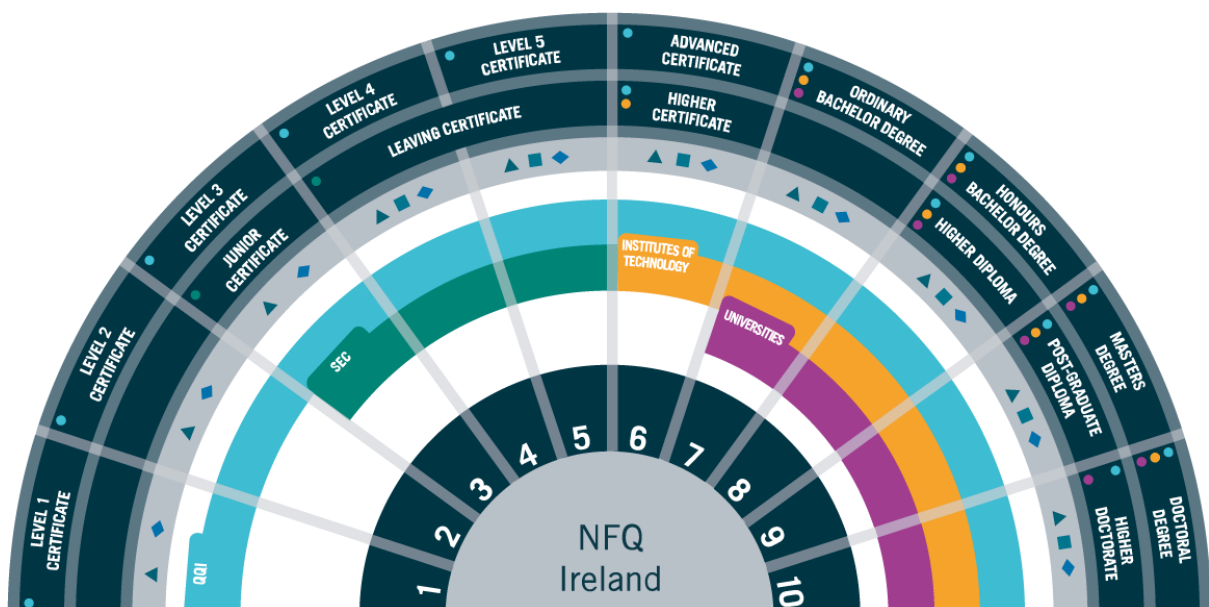
Community Education, Leitrim. [Tel: 071-9620024](tel:071-9620024) [Ext:205](tel:071-9620024)

Community Education, Mayo. [Tel: 087-6026434](tel:087-6026434)

Skills for Work is an Irish and European award-winning programme aimed at providing educational training opportunities to help employees deal with the basic skills demands of the workplace. The programme is funded by the Irish Government under the Department of Education and Skills and SOLAS. Skills for work workplace courses are delivered by the Education and Training Boards across the country.

Skills for Work, Mayo. [Tel: 094-9041019](tel:094-9041019)

Skills for Work, Sligo/Leitrim [Tel: 071-9159500](tel:071-9159500)



Learner Admission Policy

Entry to a course depends on places being available and is governed by three rules:

1. That, in the judgement of the Programme Coordinator and following an interview (if appropriate) and a test (if appropriate) the learner is **suitable** for a course.
2. That, in the judgement of the Programme Coordinator, the learner, because of previous education, training or experience, is likely to **benefit** from attending a course.
3. That, participation will **benefit** the course and in no way infringe upon the opportunities or rights of other learners or staff.

All disputes in relation to admission will be sent to the Adult Education Officer/ FET Director/Chief Executive.

Inclusion

The Adult Education Centre (AEC) is committed to be an **Inclusive** Centre. Central to the implementation of the Centre's Admissions Policy is the principle of **Equality**, in particular, equality of access, equality of participation and equality of outcome. The AEC is committed to creating an appropriate learning environment in which individual differences are accepted and embraced. Learners who have a learning support need are encouraged to give the AEC the relevant information at the time of applying for the course. This would be a great help in giving learning support needs. Learners must remember that, while the AEC will make every effort to help with their needs, such help is subject to resources.

All courses in the Adult Education Centre are subject to the approval of the SOLAS (Further Education and Training Authority) and MSLETB. All courses are offered subject to minimum enrolment numbers. All enrolments are subject to the Rules and Regulations of MSLETB.

Places on courses are offered on the following basis

1. There is a place available to be offered, i.e. the course is not full.
2. The applicant meets the entry requirements for the course.
3. Admission onto the course supports the three principles outlined above i.e. suitability, benefit and contribute positively.

MSLETB Adult Education (Part-time) Centres

Admissions Procedure

Application Process

Step 1

The application form should be fully completed and returned to the relevant Adult Education Part-time Centre.

Step 2

Applicants may be called for interview, for some courses there is a pre-course assessment within the interview process. The course interview will include an evaluation of all their learning to date – formal, informal and non-formal – using the rules of Recognition of Prior Learning. (RPL)

For some courses a successful completion of national vetting will also be needed.

Step 3

Having received an offer of a place on a course, the learner can secure it by filling in the enrolment form and/or paying the fee where appropriate. For learners claiming free tuition under various schemes (e.g. BTEI), a specific form must be filled in and sent to the AEC before a place can be given.

Note: The Centre can accept payment for classes in the form of cheque, postal order or Electronic Funds Transfer (EFT).

Step 4

Learners will be given notice of the start date of the course. Learners who do not attend the first day of the course may lose their place unless written notice is received by the Centre beforehand.

Step 5

Where there are waiting lists for programmes, places will be given on a “first come first served” basis to suitable candidates.

Note

- a) Course enrolment is considered complete only when:
 - (i) Fees or charges are paid in full by the learner.
 - (ii) All information and documents looked for by the Centre has been sent in.
 - (iii) The learner agrees to obey the General Rules and Regulations of the Centre and the Learner Code of Behaviour of the Centre. (This information is provided at the start of the course)

- b) The Centre is not responsible for learners not being able to complete the enrolment process by the given closing date, if all necessary information and documents have not been sent in.
- c) Giving false or inaccurate information by an applicant or not giving information in relation to a learner's ability to fully take part in all parts of the course may make an application invalid.
- d) All courses are offered subject to minimum enrolment numbers and availability of funding.

Appeals Procedure

In the event of a dispute about enrolment, an applicant can appeal the decision to the Programme Coordinator. The appeal should be in writing telling all relevant information of the appeal.

Note: Information in publicity material about the Centre is meant only as a guide for people seeking entry to the Centre and is as accurate as possible at the time of publication but is subject to ongoing changes. The Adult Education Centre keeps the right to change, limit the size of or cancel any course or class. The Adult Education Centre also keeps the right to change the list of optional subjects offered for any course.

Learner Responsibilities

Learners must make themselves aware of and obey the rules and regulations of the centre in which they are registered.

In addition, each learner has a responsibility in several areas:

- **To other learners**
 - To be considerate and respectful towards others.

- **To the staff**
 - To obey all rules to ensure the smooth running of the centre.
 - To complete assignments as and when required.
 - To attend classes regularly and on time and tell the tutor if leaving a course.

- **To the centre**
 - To respect the buildings and property and to ensure the centre maintains a respected position in the community.
 - To support the rules of the equality statement.
 - To obey all Health and Safety requirements.

- **To the community**
 - To behave responsibly and respectfully in the community.

- **To health and safety**
 - To ensure the Health and Safety procedures and regulations are adhered to.

Learner Property

MSLETB does not accept any responsibility for the loss of or damage to the property of any learner.

MSLETB Property

Learners may be liable for the cost of repair or replacement of MSLETB property damaged through deliberate or careless behaviour.

Data Protection and Registration Details

When registering for classes learners should be aware that all personal details will be kept on MSLETB's learner database in line with GDPR guidelines. Learners must tell the Programme Coordinator about any change in their personal details as soon as these changes happen such as a change of address. MSLETB is not responsible for any consequences due to the failure of the learner to tell the Programme Coordinator about any changes to personal details.

For full GDPR details go to www.msletb.ie

Attendance

Every course requires a commitment to attend all parts of the programme on offer fully and on time. A learner who is unable to attend a class/scheduled event must tell the appropriate member of staff. Learners must obey the rules and regulations of their programme. Any learner unable to fulfil these commitments may be required to leave the course.

Learners are expected to attend every class with a minimum 80% attendance requirement. Roll is taken every class by the tutor. Learners who do not attend will not have met the course requirements and will risk their progression. It is the responsibility of the learner to ensure that they are recorded as present in class by the tutor.

Examinations and submission of course work

Learners must obey the rules and regulations of the examining body relevant to the course being attended. Learners are responsible for their own work and are expected to keep to agreed deadlines.

Work Experience Placement and National vetting requirements.

Learners attending Healthcare/Nursing or Childcare Courses are required to complete national vetting documents at the start of their course. Learners must hand in the completed vetting forms along with proof of identification and address to the designated person at their centre.

Where work placement is a requirement of a course, the learner is expected to source their own work placement.

Code of Behaviour for Learners

The code of behaviour aims to protect the rights of each learner and staff member of Mayo, Sligo and Leitrim ETB.

Learners are always expected to behave responsibly, to keep to the Code of Behaviour and not to take part in anything that might bring the centre into disrepute. Learners must attend all timetabled activities regularly and on time i.e. classes, work practice, assessment, field trips etc. Learners are expected listen to directions from the staff member(s) responsible.

Learners may be requested to agree and sign the 'Learner Responsibilities Agreement' (Appendix 1)

If a learner does not behave well during a centre activity or does not listen to staff members the learner may be asked to stop doing the activity and the Programme Coordinator told about the incident.

Dignity and Respect

MSLETB is committed to the promotion of an environment that upholds the dignity and respect of the individual and which supports every person's right to study or work in an environment, which is free from any bullying, harassment or intimidation. MSLETB recognises the right of every individual to work/study in such an environment and requires all staff and learners to recognise their responsibilities in this regard. Bullying, harassment or intimidation of others by learners or staff will NOT be tolerated. This policy applies to the behaviour of staff and learners of the centre and others engaged in activities or providing services relating to the centre.

Anti-Bullying and Harassment Policy.

Definition of Bullying and/Harassment:

Bullying is the repeated inappropriate behaviour, direct or indirect, whether it is verbal/physical or otherwise, by one or more persons against another or others which could reasonably be regarded as undermining the individual's right to dignity, either in the workplace or in education.

Harassment is any act or behaviour, which is unwelcome or offensive, humiliating or intimidating. It includes any action, which causes a person to feel harassed, alarmed, distressed or fearful that violence will be used against them.

Mayo, Sligo and Leitrim Education and Training Board always aspires to protect the rights of each learner and members of staff of all its centres

All learners' ideas and participation in class should be respected and valued by both learners and tutors.

Learners and tutors should respect and treat others fairly regardless of Gender, Marital Status, Family Status, Age, Disability, Race, Sexual Orientation, Religious Belief, and Membership of the Traveller Community, (In accordance with the Equal Status Act 2000-2004) To aid learning the centre's environment should be free from bullying and harassment for all persons.

Attempts should be made to resolve complaints personally before other action is considered. It may be enough for the complainant to raise the matter with the alleged perpetrator, pointing out that their behaviour is causing a personal or work-related concern.

Anti-Bullying and Harassment Procedures

Informal Action

If personal action is difficult or embarrassing, the complainant may wish to seek informal help from the Programme Coordinator and/or Tutor, who can then advise on the options within the policy and the possible results. This meeting may be held outside of normal class time, if this is felt to be necessary or desirable. Following this meeting, the complainant may wish to talk to the alleged perpetrator, to explain that their behaviour is unacceptable. The Programme Coordinator and/or Tutor can provide help and advice for this action. If the behaviour continues or it is not appropriate to resolve the problem informally, it should be dealt with through the formal procedure.

Formal Action

Where informal methods fail or are inappropriate to the situation, the complainant should be advised to bring a formal complaint. This may involve Mayo, the Programme Coordinator and/or Adult Education Officer bringing the complaint forward in line with policy procedures. The complaint should be made in writing and where possible include the name of the alleged perpetrator/s, the type of behaviour complained about, the dates or duration of the behaviour or incidents, names of any witnesses to the behaviour, and action already taken to stop the behaviour.

Formal Procedure – Investigation

1. The alleged perpetrator/s will be given a copy of the written complaint and invited to give a written response(s).
2. Any further investigations, for example written responses from witnesses will be taken.
3. Meetings will be arranged with all parties, either separately or jointly, with a view to resolving the complaint.

4. Complainants and alleged perpetrator/s may be represented by a colleague of their choice throughout the process.
5. If the matter is resolved to the satisfaction of all parties concerned the Adult Education Officer will confirm in writing to all parties to the complaint and indicate the matter is concluded.
6. In all other cases the Adult Education Officer of Mayo, Sligo and Leitrim Education and Training Board shall convey his/her findings to all parties. The notification shall indicate whether the allegation is deemed to be upheld or unfounded and action will be taken accordingly.

Appeals Procedure

Each party has the right of appeal. Appeals should be sent to the Director of Further Education and Training of Mayo, Sligo and Leitrim Education and Training Board within 14 days of the issue of the findings. The director will then review the case.

Actions in Relation to Findings

If it is found that bullying/harassment has occurred, then management can adopt one of the following actions: -

1. If the bullying/harassment is of a minor nature and unlikely to happen again, the Programme Coordinator will speak with the offender and point out the unacceptability of the behaviour involved and the policy of MSLETB in relation to Bullying and Harassment.
2. If the bullying/harassment is of a serious nature, or is likely to happen again, then a report will be presented to the Director of Further Education and Training of MSLETB. It shall be dealt with as a disciplinary matter if the alleged offender is a learner or notify the Human Resources Manager if the alleged perpetrator is a staff member, in which case it will be dealt with under MSLETBs Disciplinary Procedures.
3. There will be no victimisation of the complainant.

Damage to Property

Learners must pay for any damage or loss that they intentionally cause to any property of the centre or for any such loss or damage that occurs because of their recklessness or negligence. Learners must pay for any damage or loss that they cause to the personal property of any other learner or member of staff. MSLETB do not accept any responsibility for the loss or damage to the property of any learner.

Breaches of Discipline

Any action which affects adversely the rights of any other learner or staff member or which disrupts the orderly behaviour of any centre activity, or which breaks the Code of Behaviour, will be considered a breach of discipline. Disciplinary action may result in a suspension for a fixed period or permanent expulsion from the course.

Misbehaviour

The following are examples of offences:

- Behaviour which is disruptive of or which may disrupt teaching, work practice or study.
- Bullying or sexual harassment of any learner or member of staff.
- Abuse of alcohol (drunkenness) or other substances or abuse, possession, supply of any illegal drug on the centre premises.
- Obstruction or harassment of any member of staff or learner in the performance of duties, work or other ETB activity.
- Damaging, defacing or misappropriating any property of the centre.
- Any theft of property or any other dishonest or illegal acts, which may badly affect the centre, tutor or fellow learner.
- Tampering with safety equipment.
- Smoking in non-smoking areas.
- Any noisy or unruly behaviour or the use of foul abusive language.
- Acts by learners while outside the centre engaged in field trips, work experience, placement or activities, organised by the centre or while representing the centre, which would break the Code of Behaviour if committed in the centre.
- Actions, which badly affect, or are likely to badly affect the reputation of the centre, the learners or members of staff.

- Any behaviour which is racially or sexually offensive or which is offensive to those with learning and/or physical disabilities or impediments.
- Use of computers for any activity other than MSLETB educational purposes.
- Breaking assessment regulations.
- Encouragement of another person to do any of the things listed above.

Gross Misbehaviour

Any particularly serious cases of misbehaviour may be treated by the centre as gross misbehaviour. For example, any behaviour involving violence or a serious threat of violence, deliberate damage to property, endangering the health or safety of others, deliberate breach of centre guidelines relating to security issues or any other criminal activities affecting the centre or other learners (or which could bring the centre into disrepute) are likely to be treated as gross misbehaviour. This is not a complete list of the types of case that the centre may treat as gross misbehaviour.

All examples of offences described above are demonstrative and in no way prevents the appropriate member of staff from considering and adjudicating upon the behaviour or action of any learner, which is thought to constitute a breach of discipline.

Complaints against a staff member.

The Code of Practice for dealing with complaints made by a learner attending a centre, against a Staff Member employed by an Education and Training Board (ETB) was developed after talks at national level between Education and Training Boards Ireland and trade unions representing ETB staff. They want to create an environment where talks between learners, staff and centre management is open and positive. Rules are necessary to make sure that there is fair treatment for everyone. It is important that rules be agreed, known and followed for good relations in the centre.

For more information about how to make a complaint go to <http://mayosligoleitrim.etb.ie/learner-supports/>

Health and Safety Policy Statement

The Safety, Health and Welfare at Work Act 2005 makes employers responsible for the health and safety of their employees while at work. This duty extends to others who may be affected by that work. Learners should be aware that they also have a duty under the Safety, Health and Welfare Act to help MSLETB keep a safe place to pursue their course and a legal duty not to interfere with anything that may compromise safety management at the centre. Health and safety at work affects everyone. Any failure of care and attention can cause injuries and damage property.

MSLETB will treat any act that may compromise health and safety management as a serious offence and may result in disciplinary action.

Emergency Procedures

Fire Emergency

- Walk to the nearest exit point
- Do not delay picking up personal belongings
- Disconnect all electrical appliances (where appropriate)
- Close all doors behind you (where appropriate)
- On arriving at the assembly point please obey the instructions of staff
- Do not re-enter the building until permission has been given

First Aid

All accidents and injuries, while attending timetabled activities, must be reported to a member of staff so that injuries can be seen to and medical attention arranged.

Medical Services

Learners who need a doctor or chemist while attending the centre should contact a member of staff. Costs for these services are the responsibility of the learner.

Learners on long-term medication or with a medical history that may be relevant to their course of study should tell the Programme Coordinator. All medical information will be kept private.

Equality for Learners Policy Statement

Mayo, Sligo and Leitrim ETB aims to provide equal access to all learners regardless of their gender, marital status, family status, disability, religion, sexual orientation, race, colour, nationality, ethnic/national origins or membership of the travelling community. All learners attending MSLETB programmes are expected to obey the rules, regulations and policies stated in the Learner Handbook.

MSLETB provides learners and staff with an environment free from discrimination and harassment and ensures that its policies, procedures, structures and services create no disadvantage to any learner. MSLETB recognises that the learning environment for both staff and learners must be one that values and promotes people's differences. All staff and learners have the right to fair treatment within the centre.

All learners have the right to receive their education and training in an environment where their culture, experiences and differences are recognised and supported. This can be promoted through classroom lessons, which welcome diversity.

MSLETB is committed to

- Ensuring that promotional and teaching materials do not use discriminatory language and where appropriate reflect the diversity within the centre and broader community.
- Ensuring that all learners are encouraged to participate in the diverse range of courses on offer;
- Providing a learning environment that encourages learners to remain in the course by removing barriers and ensuring tutors have the skills to deliver courses that are inclusive.

If any learner feels they have not been treated fairly they should inform the Programme Coordinator immediately.

Computer Network and Internet use Policy

The aim of this policy is to ensure that all learners use computers and the internet in a safe and secure environment and that computer network and Internet resources are protected from loss, damage and destruction.

This policy applies to all Mayo, Sligo and Leitrim ETB learners and to others who are allowed use its computer and network resources whether individually, shared, standalone, or networked. This policy also applies to all computer and network facilities controlled or contracted by Mayo, Sligo and Leitrim ETB. These include PCs, workstations, servers, communication equipment as well as associated peripherals and software.

General Rules:

- Learners should not use MSLETB or any of its centres Internet access to download, save, create or transmit unauthorised software, games or other entertainment software, including screen savers or save offensive material.
- Software provided MSLETB or any of its centres may only be used by the learner for educational or training purposes.
- Learners must not risk the integrity, performance or reliability of MSLETB's computer and network resources. No attempts must be made to breach data protection schemes, 'hack' into systems or interfere with the intended use of the computer and network resources. Learners are warned that gaining unauthorised access to data (including programs) or interfering with data belonging to others are offences under criminal law.
- Learners must agree to abide by all copyright and licensing agreements for software entered into by MSLETB with other parties. Learners should not copy or use material created by others without acknowledgement, this is plagiarism, or, where appropriate obtain permission from the copyright owner.

Learners are not allowed to use computer and network resources for inappropriate purposes, which include but are not limited to the following:

- Learners should not access, download, save create or transmit any abusive, obscene threatening, defamatory, pornographic, offensive or harassing images or material.

- Learners should not grant another individual unauthorised access to their computer account or attempt to access another's individual computer files.
- Learners should not knowingly destroy the integrity of computer-based information.
- Learners should not cause offence to another person or discriminate against them on the grounds of gender, marital status, sexual orientation, religious or political belief, age, disability, race, colour or membership of the travelling community.
- Learners must not knowingly do anything, which will interfere with the normal operation of computers, peripherals or networks.
- Learners should not deliberately waste computer resources.
- Learners should not compromise the privacy of others.
- Learners should not use the computer and network facilities for unauthorised profit or commercial purposes.
- Learners should not use computer and network facilities for commercial facilities.
- Learners should not copyright infringe or download anything illegally, such as music, video and software.
- Learners must not spend too much time on social networking sites.

Assessment

Every QQI subject requires the learner to submit a Portfolio of Evidence. This portfolio is made up of all the individual assessment such as assignments or projects. It is the Learners responsibility to complete all parts of the portfolio themselves. Each course is assessed differently.

All assessment pieces and completed Portfolios of Evidence must be handed to the course tutor.

Assessment Regulations

It is the duty of the learner to know about the rules of written examinations, assignments and practical assessments and the results of breaking these rules.

Written Coursework (Assignments / Projects)

- Learners must keep to deadlines for the hand in of written coursework for assessment.
- Learners must sign a form saying that all coursework (assignments, projects, records, collection of work, portfolios) handed in for assessment is their own original work. Information taken directly from the Internet or other places, is not your own work, and will be seen as plagiarism. An Assignment Cover Sheet must be attached to each piece of work.
- Where group projects are carried out, all learners must show their own work and hand in supporting evidence of their contribution to the group project.
- Learners must not open the files of any other learner on a computer.
- Learners must not mess with or damage the work of other learners.

Written Examinations

- Learners must carefully make a note of the date, time and place of all written examinations.
- Learners must be in the exam room before the start of the exam.
- Learners will not be allowed into the exam room after the exam has started.
- If the Learner leaves the exam room before the end time they must give the superintendent the exam papers, answer books and all answer material e.g. disks etc.
- Learners must not bring any mobile phones, books, paper or notes (except in the case of open book exams) into the exam room.
- During the exam, learner must not communicate or try to communicate with any other learner.

- Learners must not damage the exam room or any of its contents.
- Learners must obey the instructions of the superintendent in all things relating to the exam.
- Learners may be expelled from the exam room if their behaviour, in the opinion of the superintendent, could affect the exam.
- At the end of the exam, the learner should stop writing immediately, give all answer materials to the superintendent and remain in the seat until allowed to leave the room.

Computerised Examinations

The rules applying to written examinations will be used for the behaviour of computerised examinations.

- Learner must complete the exam at the computer allocated to you by the superintendent.
- Learner must not bring any SD cards, memory sticks or computer equipment into the exam room.
- Learner must not access files of any other person or candidate on the computer.
- Learner must not tamper with any computers or equipment in the exam room.
- At the end of the exam learner should stop typing immediately, give all answer materials (cards, printed material) to the superintendent and remain in the seat until allowed to leave the room.

Practical Assessments

The rules applying to the written examination will be used for the behaviour of practical assessments. The learner must:

- Wear personal protective equipment where appropriate to the assessment in question.
- Always Use safety procedures and practices.
- Be careful not to compromise your safety, the safety of the assessor, the safety of the public or the safety of the environment at any time.

Breaches of Assessment Rules and Regulations.

Any breaking of MSLETB Assessment Rules by any learner or (for another learner) will be treated as an offence.

Assessment rules will have been broken when a learner has been or has been trying to:

- Cheat
- Copy
- Plagiarise
- Misrepresent
- Bribe
- Falsify
- Personate
- Make untrue claims of ownership of assignments carried out by the learner

Penalties for breaking assessment rules may be any or all of the following:

- No marks in the assessment or part of the assessment in which the rule was broken.
- No marks for the subject in which the rule was broken.
- No marks for all the subjects for a particular year of the course.
- Not allowed get an award during the year the rule was broken.
- Suspension of the learner, from all activities of the centre, for a period of time.
- A recommendation to the MSLETB Chief Executive for the expulsion of the learner from the centre.

The learner will be notified in writing when a suspected breaking of assessment rules is being looked into.

Cheating, Plagiarism and Collusion

When a learner hands in their assessments they must make sure that the work is their own and other people's work must be clearly shown. There are penalties for cheating.

Learners must sign a form when they are handing in work to be corrected saying that all projects, assignments, learner records and collections of work/portfolios for assessment is their own original work.

Hand in of assignments.

All learners should contact their centre to find out about rules for handing in assignments.

Course Feedback

Tutors will give each learner feedback on their work during their course. The purpose of feedback is to give information and direction to the learner after their assessment has been marked to help the learner improve and develop their skills.

Exceptional Circumstances

Extensions are only allowed in exceptional circumstances (e.g. certified illness, bereavement) and must be given in writing on an 'exceptional circumstances form' to the tutor before the due date of the assignment.

Examinations (if applicable) timetables are set and it is the responsibility of the learner to attend. In exceptional circumstances examination can be deferred. A request for this must be given in writing to the Programme Coordinator

Reasonable Accommodations

Within each centre, a designated person, such as the course coordinator, guidance counsellor, assistant manager or other named person, will be available to address any concerns of an academic nature that the learner may have.

MSLETB makes every effort to accommodate learners with disabilities or specific needs and have identified this as an area requiring additional attention and support. New guidelines around reasonable accommodations are being developed by the ETBI Assessment Procedures Working Group, and these will inform the development of the common MSLETB policy on reasonable accommodations.

QQI Grading System

Distinction: 80-100%
Merit: 65-79%
Pass: 50-64%
Unsuccessful: 0-49%

All results are provisional until QQI has approved them. This takes place after the external examiner has visited the centre and MSLETBs Results Approval Committee has approved the grades.

Grievance regarding a Grade

If a learner is not happy with a grade in an assignment and after getting feedback from the tutor, the learner may follow the following procedure: -

- Make an appointment to discuss this further with that teacher/tutor.
- If the learner is still not happy with the grade, they can fill out a 'grievance regarding a grade' form and give it to the Tutor. The tutor will attach the form to the learners' assignment so that the external examiner can see that there is a query about the result and will then examine the assignment to make a final decision on the grade.
- After the learner gets their final result from QQI, and if they are still unhappy about the grade received they may follow the Appeals Procedure; details of this process will be provided with your notification of results sent out by the centre or from the Programme Coordinator.

Appeals

A Learner can appeal the results awarded for a subject. Only results already approved by QQI and MSLETB Results Approval Committee can be appealed by the learner.

To make an appeal the learner must:

- Fill in an 'Appeals Application Form' (appendix 2)
- Send the form to their Centre before the date set out by the Programme Coordinator.
- Each appeal will cost the learner €40.
- If the appeal is successful, this fee will be repaid to the learner.

Learners who have applied for courses through the CAO must tell the Programme Coordinator at this time.

Only work that has already been handed in by the learner can be part of an appeal. No new work can be handed in.

The Programme Coordinator will write to the learner within 30 days and tell them if their appeal has been successful.

Progression Pathways and the Adult Education Guidance Service.

Within MSLETBs Further Education Service there is an Adult Education Guidance Service. Appointments can be made for Learners to talk about possible progression routes by contacting this service.

Adult Education Guidance Service, Sligo.

Tel: 071-9138411

Adult Education Guidance Service, Leitrim.

Tel: 071-9620024 Ext:276

Adult Education Guidance Service, Mayo.

Tel: 094 9035814

Learners are responsible for informing themselves about their progression options, they should make contact directly with admission offices of colleges and universities to find out about specific entry requirements.

For more information about the adult education guidance service go to <http://mayosligoleitrim.etb.ie/learner-supports/>



Appendices

Appendix 1

Mayo, Sligo & Leitrim Education and Training Board Bord Oideachais agus Oiliuna Mhaigh Eo, Shligigh agus Liatroma

LEARNER RESPONSIBILITIES AGREEMENT

Learners are must make themselves aware of and obey MSLETB rules and regulations and the rules and regulations of the Adult Education Centre.

Each learner has a responsibility in several areas:

1. To other learners, in the creation and maintenance of a suitable learning environment.
2. To help the staff in keeping an effective learning environment.
3. To respect the buildings and facilities of the Centre and to ensure that the Centre keeps a respected position in the community.
4. To make sure that health and safety procedures are adhered to.

ATTENDANCE AND PARTICIPATION

It is the learners' responsibility to attend all parts of the courses that they have signed up to, fully and on time.

1. Any learner with difficulties in attending or participation should, talk to their class tutor. The Centre will always try to encourage and support learners in their learning.
2. Full class attendance is expected. In general, a minimum of 80% attendance is required for each subject. (Some courses may have a higher minimum attendance. Check with the tutor).
3. Missing class for reasons covered by a medical certificate fall outside minimum attendance requirements.
4. Learners are expected to obey all deadlines for work, exams and assignments as notified by the Centre. All assignments should be handed to your tutor.
5. Learners should arrive at least 15 minutes before their exam starts.
6. All work handed in, must be the learners' own work, not copied from any other place unless it is clearly shown where it was taken from. Where necessary, learners must have a proper reference list (tutors will explain how) with all work, to show where information was taken from. If the Centre knows that work has been copied no marks will be given for the work. Learners will have to do another piece of work before they can pass the assessment in question within given guidelines.

7. It is the learners' responsibility to find their own work experience placement (if there is a placement in the course) and should try to get a placement in the career area of the course being attended. For certification, all work placement must be approved by the tutor.
8. Learners must organise their own class materials e.g. books, paper, pens and folders etc. In the case of additional resources e.g. handouts, it is the learner's responsibility to keep all their handouts.
9. Any learner who disrupts the learning of others may need to be investigated by the Programme Coordinator. Please also read the Centre's other policies and procedures.
10. The use of mobile phones, including camera phones and any recording devices, is strictly forbidden during class time other than for the purpose of teaching.
11. Breaks should not be longer than 15 minutes.
12. There is a no smoking policy for all buildings and grounds of the Centre.
13. For health and safety reasons, food and drinks may only be eaten in the canteen area.
14. Learners should read and know about the health and safety rules of the Centre.
15. After due process, the Centre may seek the removal of a Learner where it is thought that their attendance is not good and/or where their participation and commitment to their course is unsatisfactory. The Learner will be told about this decision in writing. Please also read the Guidelines for Disciplinary Procedures.
16. A learner may appeal a decision taken by the Centre provided such appeal is sent in writing to the Programme Coordinator within five days of receipt of the written decision.

I have read and agree to all the above

Learner's Name: _____

Learner's Signature: _____

Date: _____

Please return this signed agreement to your course tutor

This attendance and participation policy will be reviewed periodically

Appendix 2

FOR OFFICIAL USE ONLY	
Received by:	Approved by:
Signature:	Signature:
Date:	Date:
Valid Appeal: -	
Yes <input type="checkbox"/>	Sent to Appeals Office Date _____
No <input type="checkbox"/>	Communicated to Learner _____
Appeal upheld: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Outcome	
Authorised by:	
Signature:	Date:
Appellant notified by:	
Signature:	Date:

See MSLETB Learner Guide to Assessment for general information on assessment

Appealing your Assessment Result



www.msletb.ie
*Education and Training
 Opportunities for life and living*

How to Appeal your MSLETB Further Education and Training (FET) assessment result

Version 2 Mar 2018



What should I do if I am not happy with the result of an assessment during the programme or when I receive my Provisional Results?

You should talk to your instructor, tutor, teacher or trainer about your result. They will provide feedback and explain how your work was marked.

What should I do if I am not happy with my final results/statement of results?

If you are not happy with the final result of your assessment you can appeal it. To appeal means to request a review of the result. The Appeal must match one of the criteria listed below.

Under what criteria can I appeal an assessment result? (List of Reasons)

You can ask for an appeal of your assessment if you think:

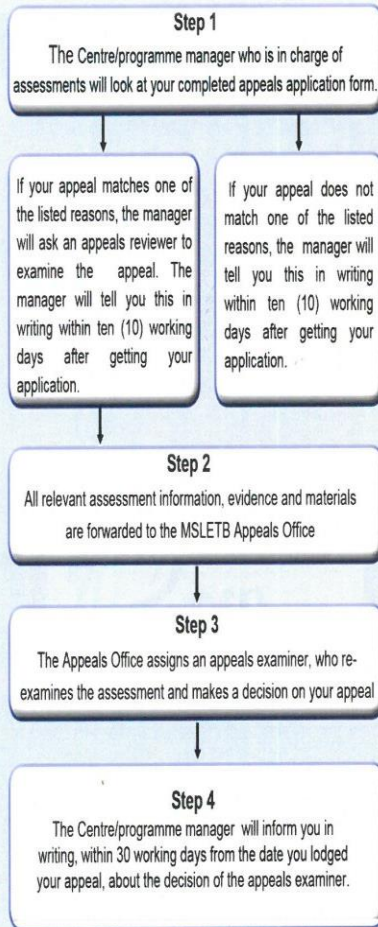
1. the person marking your assessment ("the assessor") did not record your results properly
2. the assessor marked your assessment unfairly or incorrectly
3. personal (for example, a family emergency) or health problems affected you during the assessment
4. the assessment was run unfairly or incorrectly, and this might have affected your result
5. there was a disruption during the assessment

How can I appeal an assessment result?

If you want to appeal your assessment result, you must:

- fill in the application form on this leaflet
- send the completed form, with the appropriate fee, if applicable; to the Centre/programme manager within **10 working days** from the date your final results/statement of results were issued.

What will your MSLETB FET Centre do?



What decision could be made about your appeal?

You could be:

- given you the same mark
- given you a higher mark
- given you a lower mark
- allowed you to (re)sit the assessment, when available, without enforcing the ETB rules of repeat assessments
- the assessment could be declared null and void and the result cancelled

What is a Final Appeal?

If you do not accept the decision of the Appeals Examiner, you can appeal to the relevant awarding body.

**Application Form
Appeal of Assessment Result**

Please complete this form in BLOCK letters. If you need some help, ask someone you trust. The relevant centre/programme manager must get this form within 10 working days after your results are issued. Appeals information is available in your MSLETB FET Centre.

Name: _____ PPS number: _____

Contact address: _____

Contact telephone no: _____

Email address: _____

Centre Name _____

Name of Programme/Course _____ Location: _____

Module Name _____

Why are you appealing your assessment result? (continue on a separate page if required)

What decision are you hoping for?

Are you a CAO Applicant? YES / NO (If Yes the below fee applies)

Are Appeals Fees Payable? (€40 per Module) YES / NO

Have you enclosed the fee payable? YES / NO

Your signature: _____ Date: _____



