



msletb

Bord Oideachais agus Oiliúna
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Mayo, Sligo and Leitrim
Education and Training Board

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MSLETB FET Learner Charter

DOCUMENT CONTROL SHEET

Business Unit	FET QA
Work Category	FET
Document Title	MSLETB FET Learner Charter
Document No.	V1

Rev (per footer)	Status	Author(s)	Reviewed By	Approved By	Office of Origin	Issue Date
1	Approved	MSLETB Blended Learning Working Group and FET QA	FET QA	FET Quality Council	FET QA	25/09/25

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2 MSLETB Learner Charter

MSLETB is committed to providing you, as a Further Education and Training learner, with the highest quality of learning experiences and outcomes. MSLETB aims for excellence in its interactions with all members of the learning community and is dedicated to enhancing the learner experience. This Learner Charter outlines the principles guiding MSLETB FET's engagement with learners and its commitment to educational excellence.

2.1 Our Vision

The vision of MSLETB is to be an innovative and dynamic Education and Training Board providing a positive and inclusive experience for all our learners, within a professional, caring, and collaborative education and training environment.

Our Mission

The mission of MSLETB is to provide those in our communities with opportunities for enhancing their learning, life and living.

Our Values

MSLETB has identified core values which underpin the work of the organisation with learners, staff, and community.



MSLETB's Learner Charter aims to foster a progressive learning environment that enriches the student experience. It is grounded in MSLETB's FET policies, procedures, and regulations, which shape the learning environment. All stakeholders

in MSLETB's FET community are expected to be familiar with these policies, procedures, and regulations.

The Charter highlights the importance of collaboration and cooperation between learners and staff. It outlines the responsibilities of each group. Our goal is to create an open, friendly, supportive, and learner-centred environment that promotes best practices through shared dedication to learning and values such as mutual respect, equality, and inclusivity. The Charter specifically references MSLETB's FET commitment to respecting human rights and equality in service delivery. This charter applies in the classroom environment and in online settings.

The relationship between learners and MSLETB FET under the Charter is cooperative, with mutual expectations outlined below:

3 What learners can expect from MSLETB's Further Education & Training (FET) centres:

1. A high-quality educational experience that is relevant, practice-led, and research-informed, meeting the evolving needs of learners, employers, and the community.
2. A learning environment that leverages technological advancements and considers developments in teaching and assessment.
3. A quality-assured learning environment that maintains high standards and promotes continuous improvement.
4. An inclusive, ethical, and safe learning environment that values diversity and does not discriminate on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, membership of the Traveller Community, or race including colour, nationality, or ethnicity, and where the human rights of all who avail of the services provided are protected.
5. Learner support and guidance that begins upon acceptance onto a course and continues until course completion.
6. Clear guidelines on what is expected of learners in the learning environment, throughout the programme, and during assessments.
7. Accurate and up-to-date information, and timely notice, regarding courses/programmes, events, assessments, exams, policies, procedures, and any changes affecting studies.
8. Teaching, administrative, and facilities staff who recognise learners as equal members of the learning community and treat them with courtesy, dignity, and respect.

9. Efficient and helpful service from administrative offices, ensuring learner profiles, course details, and assessment records are accurate, up-to-date, and secure.
10. Timely and well-considered responses from relevant staff to any queries or requests.
11. Relevant and up-to-date learner resources to support education and training programmes.
12. Opportunities to discuss any issues or problems with relevant staff members regarding course delivery, including teaching or assessments.
13. Opportunities to provide formal feedback on learning experiences.
14. An unbiased, effective, and learner-centred procedure for handling formal complaints.
15. Access to an independent and learner-centred process for handling appeals related to assessments, complaints, and learner discipline.
16. A commitment from MSLETB to protect the integrity of the assessment process and qualifications awarded on a course/programme.
17. Proactive staff and a well-resourced, planned, and learner-centred learning and teaching environment.
18. Confidential and sensitive treatment of any communication with MSLETB.
19. Assurance that personal information will not be shared with any third party without prior consent.
20. Premises that comply with occupational and safety standards, with access for people with disabilities and others with specific needs where possible.
21. MSLETB have signed up to the Altitude Charter and aim to embed universal design for learning across their services.

4 What MSLETB FET expects from learners:

1. Familiarise yourself with and comply with MSLETB's FET policies, procedures, rules, and regulations and centre handbook where available.
2. Respect the role of all MSLETB staff. Engage constructively with all staff and respond promptly to communications.
3. Commit to your chosen programme of learning and participate fully in the course, including classes, continuous assessment, and examinations.

4. Submit all coursework and assessments on time using the provided mechanisms and in accordance with MSLETB's FET assessment policies.
5. Exercise integrity and honesty when submitting coursework: ensure the work is your own and not plagiarised. Make declarations to this effect as required.
6. Be proactive in connecting with MSLETB FET and seeking out information relevant to your course. Use MSLETB's written and web-based information systems to fully understand course requirements and your responsibilities. Complete all admission/registration procedures on time and in full and comply with requests made by the administrative office during your course/programme.
7. Comply with copyright regulations on the use of hard copy and electronic resources.
8. Provide constructive feedback on your learning experience, materials, and facilities through surveys, suggestion boxes, and learner forums.
9. Treat all members of the learning community with respect and honesty, paying due consideration to equality and inclusivity for all.
10. Avoid making false or malicious complaints or allegations against another learner or staff member.
11. Refrain from inappropriate behaviour that affects the physical or emotional wellbeing, safety, rights, or dignity of a staff member/learner or behaviour that interferes with the learning environment, e.g., incidents of violence, harassment, disruption will not be tolerated.
12. Inform relevant staff of any issues or problems that may affect your ability to engage with your course/programme.
13. Use the mechanisms provided by MSLETB FET to appeal decisions, make complaints, or seek information. Provide full and accurate information and respect the integrity and confidentiality of these processes.
14. Respect the services and facilities provided by MSLETB.
15. Abide by MSLETB's Internet Usage Policy and do not download offensive or inappropriate material using MSLETB equipment or send or circulate e-mails or attachments that are pornographic, obscene, contain abusive or defamatory messages, or cause offence.
16. Abide by the MSLETB FET Mobile Phone usage policy in the learning environment.
17. Keep your contact details up to date.

The expectations outlined here for both MSLETB, and learners are not exhaustive but represent recognised needs and aspirations. The Learner Charter does not impose a legal obligation on MSLETB, its employees, or learners. The Charter should be read alongside MSLETB's policies and procedures. In implementing policies, procedures, and regulations, MSLETB will always strive to deal with learners and other members of the learning community in a manner that reflects MSLETB's ethos, fosters goodwill, and builds MSLETB's reputation as a first-class provider of educational services.

5 Blended and Online Learning

If your course includes online or blended learning, you can expect support to use digital tools, clear instructions, and respectful, engaging interactions with tutors and peers. You are expected to follow online etiquette (netiquette), protect your own privacy, and contribute positively to the digital learning community.

6 Staying Safe and Well

MSLETB is committed to safeguarding and learner wellbeing. If you are facing personal or mental health challenges, you are encouraged to talk to your tutor or learner support staff. All concerns are treated sensitively and confidentially.

7 Need Help?

If you're unsure about anything, please ask your tutor, a support staff member, or check our website. We're here to support you and help you succeed in your learning journey.

8 Key Policies to Know

You should be aware of the following MSLETB policies:

- [MSLETB Customer Charter](#)
- [MSLETB FET Academic Integrity and Assessment Malpractice Procedure](#)
- [MSLETB FET Reasonable Accommodation in Assessment Policy](#)
- [MSLETB Complaint Procedure](#)
- [MSLETB Data Processing Policy](#)