



**etb**

Bord Oideachais agus  
Oiliúna Thiobraid Árann  
*Tipperary Education and  
Training Board*

# Tipperary ETB Training Services Learner Handbook

*Learning Together – Your Success, Our Goal*

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## DOCUMENT CONTROL

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## WELCOME

Welcome to this programme which is provided by Tipperary ETB Training Services, an element of Further Education and Training in Tipperary Education and Training Board (TETB).

Whether you are working on achieving a nationally recognised qualification, availing of a professional development opportunity or participating in a personal development, our aim is to provide a quality learning experience to all our learners.

This Learner Handbook has been developed as a reference tool for new learners to provide you with key information so that you understand our expectations of you as a learner, and secondly, so that you know what you can expect from us. With your co-operation and your commitment, your learning journey with us will be a positive experience.

Your focus now should be to actively participate in your programme and aim to develop your knowledge, skills and/or competences to the best of your ability with the continuous encouragement and support of your tutor(s) and TETB staff.

Finally, I would like to take this opportunity to wish you the very best of luck with this training course.



Matthew Ryan,  
Training Services  
Manager

### *Learning Together – Your Success, Our Goal*



## Contents

WELCOME.....	1
INTRODUCTION .....	4
Who we are .....	4
What we do .....	4
Location of Services .....	4
ATTENDANCE.....	5
Absences.....	6
Sick Leave .....	6
Compassionate Leave.....	6
Holidays .....	7
TRAINING ALLOWANCES .....	7
Bank / Credit Union Account .....	7
TRAVEL ALLOWANCE .....	7
ACCOMMODATION ALLOWANCE .....	7
OTHER ALLOWANCES .....	7
CHILDCARE.....	8
HEALTH AND SAFETY .....	8
Protective Clothing.....	8
Tools, Equipment and Kits.....	8
Fire Safety.....	8
First Aid.....	9
Health and Safety Notices and Signs .....	9
Drugs and Alcohol.....	9
Reporting of Accidents, Incidents or Dangerous Occurrences.....	9
SECURITY .....	9
EQUALITY POLICY.....	9
Access to Teaching, Learning and Assessment.....	9
Harassment, Bullying and Sexual Harassment .....	10
Harassment.....	10
Sexual Harassment .....	10
Bullying .....	10
Complaints Procedure for Harassment, Sexual Harassment and Bullying.....	10
<i>Informal Complaints Procedure</i> .....	10
<i>Formal Complaints</i> .....	11
COMPUTER RESOURCES AND USAGE.....	11
DATA PROTECTION .....	12

CODE OF BEHAVIOUR .....	12
DISCIPLINARY PROCEDURES .....	12
Stage 1 Verbal Warning .....	13
Stage 2 First Written Warning .....	13
Stage 3 Second Written Warning .....	13
Stage 4 Termination from Course .....	13
LEARNER COMPLAINTS PROCEDURE.....	13
TEACHING AND LEARNING .....	14
Learning Environment .....	14
Your Tutor.....	14
Learner Reviews .....	14
Appropriate and Quality-Assured Work Placements .....	14
ASSESSMENT.....	14
Appeals .....	15
Learner Assessment Material .....	16
Learner Malpractice in Assessment.....	16
<i>Plagiarism</i> .....	16
IN-COMPANY TRAINING AND WORK EXPERIENCE .....	17
COURSE EVALUATION.....	17
LEARNER SUPPORTS .....	17
Your Tutor.....	17
Teaching, Learning and Assessment Support.....	17
Study and Learning.....	18
Adult Guidance & Information Service.....	18
Adult Learning Scheme.....	18
APPENDIX 1.....	19
LEARNER COMPLAINTS FORM.....	19
APPENDIX 2.....	20
PHOTOGRAPHIC & VIDEOGRAPHIC IMAGE - CONSENT FORM .....	20
APPENDIX 3.....	22
PHOTOGRAPHIC & VIDEOGRAPHIC IMAGE – WITHDRAWAL OF CONSENT FORM .....	22

## INTRODUCTION

### Who we are

Tipperary Education and Training Board (TETB) is one of 16 ETBs established under the Education and Training Boards Act 2013. The introduction of this legislation in 2013 saw both North Tipperary Vocational Education Committee and South Tipperary Vocational Education Committee amalgamate to become one Education and Training Board (ETB). Prior to the Education and Training Boards Act, there were 33 VECs which were established under the Vocational Education Act 1930 – 2001.

The remit of TETB, as the statutory provider of education for the County is the provision of a comprehensive range of quality education and training programmes to meet the needs of the community we serve. These include Second Level Education, Post Leaving Certificate (PLC) Programmes, Further Education, Second Chance Learning, Adult and Community Education and Training Services. In addition, TETB plays a significant role in the Strategic Development of the County through a variety of inter-agency programmes.

### What we do

TETB has responsibility for:

- 10 Post Primary Schools
- 1 stand-alone and 7 other PLC Centres
- 1 All-Irish Second Level School
- education provision in St. Josephs Special School
- an education and training centre
- a range of further education & training programmes and services via Community and Contracted services
- the administration of a range of support services including Further Education, Support Service (FESS), Youth Services, Adult Guidance and Information Service
- the patronage of the Board of Management of Cashel Community School

### Location of Services

TETB serves the entire County of Tipperary, with a population of approximately 160,000 people. The map below shows the geographic landscape of the county:



## ATTENDANCE

- Courses are run from Monday to Friday.
- The number of training hours required is 31.25 per week (excluding breaks) for full-time courses and 20 hours per week for part-time courses. Evening training programmes vary in duration.
- Start and finish times must be strictly observed. Persistent lates or absences may lead to disciplinary action being taken and deductions made to training allowances.
- It is a requirement that you sign the attendance book and record the time you arrive and sign out at the time you leave.
- Signing out before scheduled finish times without the permission of your tutor<sup>1</sup> can lead to disciplinary action being taken.
- Signing in or out on behalf of others will lead to disciplinary action being taken, up to, and including dismissal.
- Course participants are not permitted to use training facilities outside of the official times.

<sup>1</sup> Tutor refers to tutors, trainers and instructors

- If you cannot attend your programme, for whatever reason, you must contact the tutor or another programme staff member before 10 am.
- If you are absent from a critical component of the course syllabus, you may be unable to complete the course and may also affect the certification you receive.
- All daytime programmes are entitled to a 15-minute morning break and a 30-minute lunch break. Your tutor will inform you of break times.

## Absences

Any learner absent for 3 consecutive days without notifying your tutor or another programme staff member will be regarded as having dropped out of training and may be terminated from the course.

Unauthorised absences may result in disciplinary action being taken, up to, and including dismissal from the course.

Absences arising from interview attendance, medical, dental or optical appointments may be paid based on proof of appointment/attendance. However, every effort should be made to limit the duration and frequency of absences during scheduled class time, where possible.

## Sick Leave

If you are sick or unable to attend the course, you must notify your tutor or another programme staff member on the morning of the absence.

Payment of training allowances will not be made for absences for uncertified sickness. Sick leave payments may only be authorised on receipt of a medical certificate and are limited as follows:

- Certified Sick Leave (CSL) is approved on evidence of a medical certificate. Learners are allowed 3 sick days on a rolling 3 month period (i.e. the 3 months commencing from the date of the first medical certificate.)
- If you are absent due to illness for more than 3 days in a 3 month period you should contact your local Community Welfare Officer who will advise you of any benefits that you may be entitled to. You should do this as soon as possible.
- A learner with a disability will continue to receive a training allowance for a total of 20 working days certified sick leave in any 4-month period.
- If a learner has an aggregate of 20 days sick leave over a 4-month period, the situation will be reviewed in consultation with the learner.

Medical certificates must be submitted to the tutor by the end of the training week.

## Compassionate Leave

Compassionate leave may be granted in the event of a death of an immediate family member, or other extenuating circumstances.



## Holidays

Payment will be made in respect of Bank Holidays and Public Holidays and at other times at the discretion of TETB.

## TRAINING ALLOWANCES

The amount payable will be in accordance with your social welfare entitlements. You will be advised of your entitlement when you start your course. Training allowances will be credited directly to your nominated bank account on a weekly basis and are paid on a week-in-arrears-basis. Deductions will be made for lates and absences.

When you start your programme, you will be given the contact details of the person who will assist you with payment and allowance queries.

### Bank / Credit Union Account

In order for training allowances to be paid to learners, TETB will require all learners to submit details of a bank account, credit union account or nominated account of another party on the day of registration. Electronic Funds Transfer (ESF) is the only method of payment available. Learners cannot be paid their allowance until bank details are supplied. A delay in submitting your bank details will result in a delay in payment being made.

## TRAVEL ALLOWANCE

Travel allowance is payable if you live 5 km or more from your training location. The rate payable is dependent on the distance from the training location to your home. You will be advised of your entitlements when you start your course based on the information submitted on the Learner Starter Form. This is an allowance to contribute to the cost of travelling to your training course. Any query relating to the payment of this allowance should be directed to your tutor or another programme staff member.

## ACCOMMODATION ALLOWANCE

TETB Training Services provides a weekly allowance where necessary to help with the costs of overnight accommodation. Evidence of this will be sought by TETB before payment can be granted. The responsibility for receiving and paying for accommodation rests with the learner. You will be advised of your entitlements when you start your course.

Where an accommodation allowance is granted, the travel allowance will not be paid and vice-versa. Any query relating to the payment of this allowance should be directed to your tutor or another programme staff member.

## OTHER ALLOWANCES

A meal allowance will be paid by TETB for full-time and part-time courses (with the exception of courses that are run in the Education and Training Centre in Archerstown, Thurles, where a canteen facility with reduced meal rates is available). A fuel allowance may also be paid by for full-time courses depending the learner's eligibility.

A J9 stamp will be paid on your behalf by TETB for the duration of your training course. As each learner has different circumstances, any queries relating to this stamp and how it affects you should be directed to the Department of Social Welfare.

It is advised for learners on Disability Allowance that a DA 104 is completed approximately one week before the course is due to end. This is to ensure continuity of payment when the course is finished.

## CHILDCARE

Childcare places may be available through the National Childcare Scheme. If you think that you may be entitled to childcare, please apply via [ncs.gov.ie](http://ncs.gov.ie) or through your local County Council office, or alternatively talk to your tutor or other centre staff member who may be able to assist you.

## HEALTH AND SAFETY

The following health and safety regulations apply to ensure that a safety and healthy environment is provided for all. During your induction, your tutor will make you aware of the general health and safety requirements in the training centre/location and will inform you of the relevant health and safety aspects of the vocational area that you will work/train in.

### Protective Clothing

Learners may be required to wear protective clothing in their training area or other designated areas – this will be advised by your tutor.

Protective clothing includes overalls, gloves, shoes, safety glasses or any other item of protective personal equipment as deemed necessary by the tutor or centre.

Failure to wear the required protective clothing will result in the learner being asked to leave the training area.

### Tools, Equipment and Kits

Any tools, equipment and kits provided for training purposes are the responsibility of all learners. They must be well maintained and not abused or misused. Learners must tidy away any tools or equipment at the end of class/day.

In the interests of safety, any breakage or damage must be reported to your tutor immediately.

Learners may be held financially accountable for any deliberate damage caused to equipment.

### Fire Safety

Learners are expected to familiarise themselves with fire safety and prevention procedures and take all sensible precautions to avoid outbreaks of fire. Should the fire alarm sound, learners must evacuate the building immediately through the nearest fire exit. Your tutor will advise you of the fire exits and assembly points.

## First Aid

Your tutor or another programme staff member will advise you of the staff member who is the nominated First Aid Attendant in your centre.

## Health and Safety Notices and Signs

All health and safety signs displayed throughout the training location must be adhered to by learners at all times.

## Drugs and Alcohol

Drugs, other than those medically prescribed for the learner's personal use, may not be brought into the training venue or its surroundings. Learners found with such substances may be subject to disciplinary action and the matter may be reported to the Gardaí, where appropriate.

Learners must ensure that they are not under the influence of any intoxicant that could endanger their own safety or the safety of others.

## Reporting of Accidents, Incidents or Dangerous Occurrences

All accidents or incidents, no matter how trivial they may seem, must be reported to your tutor immediately.

## SECURITY

Valuables or personal belongings should not be left unattended in classrooms or any other part of the training location. TETB, the tutor or other staff members will not be held responsible for any personal articles stolen or damaged while attending the course.

## EQUALITY POLICY

TETB is committed to the provision and promotion of equality in all aspects of its programmes and related services.

All programmes and related services are delivered in a manner that accommodates diversity, combats discrimination and promotes equality of opportunity in line with the Equal Status Acts, 2000 and 2004 Employment Equality Acts, 1998 and 2004 and the Disability Act, 2005.

### Access to Teaching, Learning and Assessment

In the context of assessment, reasonable accommodation is the term for the adaptation of assessment as necessary to cater for the needs of learners whose personal situation means that assessment would otherwise be unfair eg learners with a disability, and/or other grounds covered by the equality legislation.

Adaptation to assessments may include the following:

- Modified assignment briefs/ examination papers

- Scribes/readers
- Use of sign language interpreters
- Practical assistants
- Rest periods
- Adaptive equipment/ software
- Use of assistive technology
- Extra time

If a learner requires special accommodation for assessment, they should inform their tutor or other staff member as soon as possible. The needs of the learner will be catered for, as far as is practicably possible.

## Harassment, Bullying and Sexual Harassment

Harassment, bullying and sexual harassment is unacceptable and can be grounds for disciplinary action being taken against a learner, including dismissal. What constitutes harassment, bullying and sexual harassment are explained below:

### Harassment

Harassment is any form of unwanted conduct related to any of the discriminatory grounds. These grounds are marital status, family status, sexual orientation, religion, age, disability, race, and membership of the travelling community.

The unwanted conduct may include acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

### Sexual Harassment

Sexual harassment is any form of unwanted verbal, non-verbal or physical conduct of a sexual nature.

The unwanted conduct may include acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

### Bullying

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

## Complaints Procedure for Harassment, Sexual Harassment and Bullying

### *Informal Complaints Procedure*

An informal approach may be the best way to solve an issue particularly for less serious cases. Where appropriate, an attempt may be made to seek to resolve the matter informally with the consent of the parties involved.

1. Learners should firstly contact their tutor with their complaint. Your tutor will discuss and review the situation with their manager

2. Where the complaint relates to the tutor, the learner should contact another programme staff member or manager who will review the situation

As part of their induction process, learners will be informed of who they should contact if they wish to make a complaint.

### *Formal Complaints*

A formal complaint may be initiated where the:

- Complainant or respondent wants the complaint to be dealt with formally.
- Informal procedure has not been successful.
- Informal procedure is not appropriate.
- Alleged complaint of bullying, harassment or sexual harassment is too serious.

It is important to note that if the complainant has chosen to bypass the Informal procedure, that they will not be disadvantaged in any way.

A formal complaint should be made in writing to the tutor or the relevant manager and it should include, where relevant:

1. Accurate details of the alleged incident(s)
2. Times and dates of the alleged incident(s)
3. Names of witnesses
4. Description of how the behaviour has affected them
5. Details of any personal responses at the time of the alleged incident(s)
6. Any other information that the complainant deems relevant

## COMPUTER RESOURCES AND USAGE

All computer users are obliged to use the provided computer resources responsibly, professionally, ethically and lawfully.

When using computers, only the provided software and materials supplied may be installed or used. You may not use other software or materials from any other sources for any reason without permission from your tutor.

Computer configuration or set-up must not be interfered with. Setting up personal passwords is not allowed, unless otherwise specified by your tutor.

Where learners are provided with centre-allocated logins and passwords, learners are responsible for all activities on their own account so it is vital that your logins and passwords are not divulged to anyone.

Use of the internet must be consistent with the purposes of the training programme. Downloading of information from the internet must only be carried out on specific instructions of your tutor.

Playing games on the computer is prohibited.

Sending, receiving, uploading, downloading, displaying, printing and handling material that is explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory, or otherwise unlawful is strictly prohibited.

Anyone found breaching these regulations will be subject to the disciplinary process.

## DATA PROTECTION

TETB is committed to data security and the fair and transparent processing of all personal learner data. Once you register on a training programme in TETB, personal data such as your name, address, phone number, date of birth, gender and/or other personal information pertaining to assessment and certification will be collected, processed and retained in accordance with TETB's policy on Data Protection.

Learners will be asked to sign awareness statements and consent agreements, where appropriate, in relation to:

- a) The learner registration process
- b) the collection and retention of digital evidence for assessment purposes
- c) the transfer of personal data to the relevant awarding authority for registration, assessment and certification purposes
- d) the collection and retention of photographic material for TETB's marketing and promotional use – a consent form for parent(s)/guardian(s) of learners under 18 years of age is in Appendix 2

The TETB Privacy Notice to Students (and their Parents/Guardians) will be provided to each learner prior to requesting the completion of application forms along with relevant Awarding Body Privacy Notices.

Further information on TETB's Data Protection policy is available on the TETB's website.

## CODE OF BEHAVIOUR

Other general rules that you are expected to adhere to while you are on your training programme include the following:

1. Under no circumstances should any items be removed from the training location.
2. Smoking (including electronic smoking devices) is not permitted in any part of the training location.
3. Mobile phones may only be used when permitted and must be switched off or put on silent mode and may not be answered in class.
4. The use of other personal digital devices during class time is not permitted.
5. Learners must keep the classroom and training areas tidy and clear away any rubbish/waste at the end of the class/day.
6. Food and beverages are not permitted in classrooms and training areas.
7. Learners are asked to treat others with respect and dignity.
8. Abusive behaviour (physical or verbal) towards staff or other learners is not tolerated.
9. Behaviour which your tutor considers a danger to you, or others may result in you being asked to leave the training venue and you may be subject to disciplinary action.
10. Learners are expected to pay attention to their personal hygiene.
11. It is your responsibility to be in a fit condition for training/work. You may be asked to leave if you are unfit to actively participate.
12. Any other rules and regulations as informed by your tutor must be adhered to.

## DISCIPLINARY PROCEDURES

These procedures are in place in the event that a learner's conduct or behaviour does not meet the expectations set out in this document.

Minor breaches of discipline will be corrected by your tutor and may not warrant recording on a disciplinary report. In the case of a major breach of discipline, your tutor, in consultation with the relevant manager if necessary, can proceed to any level of the disciplinary process, up to, and including dismissal from the course.

Learners will be afforded the opportunity to appeal any disciplinary action taken at any stage of the process to the next management level.

### Stage 1 Verbal Warning

Learner is informed of the breach and expected improvements in behaviour is discussed. The tutor will complete the relevant disciplinary report with details of the incident.

### Stage 2 First Written Warning

For continuous breaches of conduct or serious issues, the tutor will issue the first written warning to the learner and discuss the improvements required. The tutor will complete the relevant disciplinary report with details of the incident.

### Stage 3 Second Written Warning

For further continuous breaches of conduct or serious issues, the tutor will issue a second written warning to the learner and discuss the corrective actions required. The disciplinary report is completed with details of the incident.

### Stage 4 Termination from Course

Where a learner fails to address his/her conduct from previous warnings, or, where the actions of a learner are too serious, they may be dismissed from the course. Details of the incident(s) will be recorded.

## LEARNER COMPLAINTS PROCEDURE

Where a learner is dissatisfied with the standard of service, treatment, action or lack of action or decisions taken, they may make a complaint. A learner who makes a complaint will not be disadvantaged in any way.

Complaints provide an important source of feedback on the performance of TETB's programmes and services and TETB will monitor the registration of complaints and the progress towards resolution.

The complaints procedure is as follows:

1. The learner should first try to address the issue with their tutor as early as possible. Stage one will generally be an oral and informal process.
2. The tutor upon receiving the complaint should take the appropriate informal action in attempt to resolve the issue.
3. Where the issue cannot be resolved, and/or, a more formal approach is appropriate, the tutor should refer to their manager who will review the situation. TETB's Training Services Management may also be notified of the complaint, if appropriate. *Note: Contracted Trainers are obliged to notify TETB Training Services if they receive learner complaints.*

4. The learner may also at this stage complete the Learner Complaint Form and submit to their tutor or other programme/centre staff member (See Appendix for form).
5. The learner may be invited to discuss the complaint with the manager. If the complaint relates to another person, this person may also be contacted as part of the review.
6. The learner will be contacted regarding the outcome. If the learner is unhappy with the outcome, the complaint will be elevated to TETB senior management team.

If, for any reason, a learner has a serious complaint, they may bypass the above procedure and write directly into TETB, detailing the name and location of the course and an outline of the issue to:

*The Training Services Manager, Tipperary Education and Training Board, Further Education & Training Centre, Archerstown Business Park, Thurles, Co. Tipperary.*

## TEACHING AND LEARNING

### Learning Environment

TETB is committed to creating a learning environment which allows learners to have a holistic and meaningful learning experience, facilitating them to develop both personally as well as vocationally and academically.

### Your Tutor

A suitably qualified and experienced tutor is employed to provide you with a quality-assured learning experience and to support you in your learning journey throughout your course.

### Learner Reviews

Your tutor and/or another programme staff member will regularly review your performance through the Learner Review Process, and/or the monitoring visits conducted by TETB staff. This is a valuable opportunity for you to both receive and provide feedback.

### Appropriate and Quality-Assured Work Placements

TETB is committed to ensuring that the work-based learning environments that learners experience as part of their work placements are appropriate, safe, and not exploitative. To ensure this, your tutor or another staff member will regularly monitor your placement and discuss your progress with you. Monitoring will be conducted via call out or phone call.

## ASSESSMENT

Assessment is an integral part of many courses in TETB. TETB aims to provide and promote an environment where assessment is carried out in a transparent, fair and consistent manner.

As a learner with TETB you can expect the following in relation to assessment:

- That all internal assessors are fully briefed and competent to assess your work/evidence



- That all the equipment, facilities and materials used in your assessment are fit for purpose
- To be accommodated, as far as is practicable, if you require any special accommodations for assessments
- That you will be informed of all assessment requirements pertaining to your course, including procedures for repeating exams
- That your assessments will be conducted and supervised in accordance with regulations set down by awarding bodies
- Adequate notice of assessments dates will be given to you with accompanying assessment deadlines
- That you will be informed of assessment regulations and consequences of their violation
- That you will receive timely and constructive feedback from your tutors in order to maximise your chances of success in your assessment
- That all your assessment materials are stored in a secure location
- That you have the right to appeal the assessment process or the results of your assessments

Learner responsibilities around assessment include:

- Attendance and participation in all classes as required and to obtain any information that has been missed through non-attendance
- Notify your tutor/centre representative of any support needs as soon as possible
- Note the date for assessment submissions and submit on time and in the required format
- Prepare for and participate fully in assessments
- Arrive on time for examinations and abide by all examination regulations
- Take responsibility for ensuring that you have received all assessment information
- Familiarise yourself with assessment regulations, including examination regulations
- Submit your own original work; reference your research sources correctly and accurately and avoid plagiarism
- Attend feedback and review sessions and request additional feedback if required
- Note any feedback given by tutors and use this to improve the quality of your work to maximise assessment success
- Keep copies of all assessment materials, where possible

Your tutor will explain these to you in more detail and you will be asked to sign a Learner Assessment Contract following your induction on assessment.

## Appeals

Learners can appeal the assessment process or result, up to a specified deadline, if learners are unhappy with the results awarded or if they perceive there to be irregularities/inequalities in the implementation of assessment.

Appeals are made in writing to the centre using TETB's appeals application forms *after* results have been issued to learners. The appeals procedure involves the review of the assessment process, including where appropriate, a review of the learner evidence and marks. An independent person will be assigned to conduct the appeal and the results of this investigation will be notified to the centre and then forwarded to the learner(s).

Your tutor will provide you with specific appeals information, including deadlines, costs and application criteria.

## Learner Assessment Material

All learner assessment material will be managed and stored in a confidential and secure manner and in accordance with TETB procedures and the requirements of awarding bodies. Your tutor will inform you of the retention periods of learner assessment material.

For learners involved in programmes leading to QQI awards, portfolios of evidence are not usually returned to learners, unless they are required for progression opportunities eg craft portfolios etc.

Your centre will provide you with arrangements for collection of practical artefacts and/or craft portfolios following the certification process. Once the window for QQI appeals has elapsed, all learner evidence will be securely and confidentially destroyed.

## Learner Malpractice in Assessment

Assessment malpractice is any act or practice that brings into question the validity or the integrity of the assessment process and which can arise due to accidental or non-accidental (ie deliberate) factors.

Examples of learner malpractice can include plagiarism, breaching assessment rules or requirements, inappropriate conduct during examinations and other forms of unacceptable behaviours that jeopardise the assessment process.

Suspected cases of learner malpractice will be taken very seriously by TETB and those involved will be subject to an investigation by the centre and TETB, and in some cases the awarding body.

Where learner malpractice is confirmed, the learners involved will be subject to the appropriate sanctions depending on the severity of the malpractice, including written warnings, zero marks, non-submission of results or disqualification.

### *Plagiarism*

Learners need to be aware of what constitutes plagiarism and how to avoid it when preparing and submitting assessments. As you progress throughout your course, your tutor will work with you to increase your understanding of plagiarism.

Learner plagiarism is defined as the practice of learners submitting any work for assessment that is not their own original work. This could be a percentage of work that has not been referenced and has been copied from published work, the internet, and other learners' work and/or other sources.

Plagiarism in assessment may include but not limited to:

- Representing work completed by and/or authored by another person (including other learners, family, work colleagues and friends) as their own
- Procuring work from a company or external source including the internet
- Copying work from any source or medium without reference (ie website, book, journal article, etc)
- Taking a passage of text, or an idea, and summarising it without acknowledging the original source
- Passing off collaborative work as one's own
- Piecing together sections of others' work into a new whole
- Submitting another learner's work with or without their knowledge

## IN-COMPANY TRAINING AND WORK EXPERIENCE

In-company training and work experience is offered as a part of many training programmes. Learners will continue to receive a training allowance while engaged in in-company training or work placement and may be entitled to a travel allowance. Your tutor or another programme staff member will supply you with blank time sheets, which must be validated by workplace supervisor (ie signed and dated) and, where possible, bear the official work placement company stamp.

Completed attendance sheets must be received by your tutor (or another designated programme staff member) no later than 2pm on Friday to ensure the timely payment of your training allowance. Time sheets which have been fraudulently completed will result in instant dismissal from the course.

TETB will issue all learners with an indemnity letter for your work placement company to cover you for insurance purposes.

During the work placement period, you will be obliged to abide by the company's rules including hours of attendance, punctuality and dress code. Learners must respect confidentiality in relation to personal observations made while in the workplace. All company policies must be adhered to and learners are expected to act in a professional manner.

Learners are expected to take responsibility for their own learning to gain the maximum benefit from the time spent.

Your tutor or another designated programme staff member will make periodic visits or phone calls so that all parties interests' are being met.

## COURSE EVALUATION

Each learner will be asked to complete a course evaluation form during and at the end of the course. Your feedback is important and will assist TETB in improving future programmes and their delivery.

## LEARNER SUPPORTS

### Your Tutor

Your tutor will provide you with all the necessary information you need to know to help you successfully participate on your course and generally is the first point of contact for all your queries.

### Teaching, Learning and Assessment Support

On admission to a TETB training programme, learners are encouraged to discuss any special needs or disabilities with staff so that the appropriate supports for teaching, learning and assessment can be considered. Please approach your tutor or another staff member as early as possible within your course to discuss.

## Study and Learning

The Study and Learning Handbook for FET courses is a useful booklet to support learners during their course of study. This can be accessed from the website on: <http://tipperary.etb.ie/supports-for-learners/>

## Adult Guidance & Information Service

The Adult Guidance Service offers information to learners and the general public on local and national courses available as well as providing guidance on progression opportunities. This service is free, impartial, friendly and confidential.

The details of the Adult Guidance Information service is as follows:

- North Tipperary - Nora Gubbins, 067 32285, [adultguidance@tipperaryetb.ie](mailto:adultguidance@tipperaryetb.ie)
- South Tipperary – Tom Ryan, 052 619 1424, [adultguidance@tipperaryetb.ie](mailto:adultguidance@tipperaryetb.ie)

## Adult Learning Scheme

The Adult Learning Scheme (ALS) is a confidential basic adult education service for those who wish to improve their reading, writing and numeracy skills. One-to-one and small group tuition is available and programmes are designed around the needs of the learners.

Contacts for the Adult Literacy Scheme are as follows:

- North Tipperary – Ester Mackey, 067 31845, [emackey@tipperaryetb.ie](mailto:emackey@tipperaryetb.ie)
- South Tipperary - Catherine Casey, 052 612 7543, [mroche@tipperaryetb.ie](mailto:mroche@tipperaryetb.ie)

# APPENDIX 1

## LEARNER COMPLAINTS FORM



Learner Contact Details			
First Name:		Last Name:	
Contact Number:		Email:	

Learner Centre/Programme Details	
Name of the Centre that you were attending that you wish to make the complaint about:	
Address of the Centre:	
Name of the Programme that you were registered on:	

Details of the Complaint
(Please be specific and include dates, locations and witnesses if appropriate)

You may attach copies of any documentation/correspondence that are relevant to the complaint	
Signed:	
Date:	

## APPENDIX 2



INSERT FET PROGRAMME /COLLEGE/CENTRE LOGO

### PHOTOGRAPHIC & VIDEOGRAPHIC IMAGE - CONSENT FORM

Photographs and videos are stimulating forms of media which can motivate and inspire learners. Research has shown that using such forms of media in education can help encourage creativity, motivation, as well as improve communication and team-working skills.

**[Insert name of FET programme/college/centre]** and Tipperary Education & Training Board (TETB) asks that parent(s)/guardian(s) consent to their son/daughter being featured in photographic and videographic promotional material if their son/daughter is under 18 years of age. Where a learner is 18 or older, he/she is capable of giving such consent. This form is requesting that consent be given for each use of photograph or video footage. If such consent is given, the following procedures will apply with regard to taking photographs or video footage of learners in **insert name of FET programme/college/centre**:

- 1) Staff will be aware of possible Child Protection issues when taking photographs of learners (aged under 18) and in relation to where these photographs are used.
- 2) Learners may be identified in these publications in recognition of their participation in events/activities, except where the publication is online.
- 3) Learners in photographs or videos published on the **insert name of FET programme/college/centre or delete as appropriate** and/or the TETB website will not be named or identified in any way other than by group.
- 4) Consent to the processing of a photograph and/or video can be withdrawn at any time by filling out a [Withdrawal of Consent Form](#) (see appendix 3) sending it to our Data Protection Officer at [dataprotection@tipperaryetb.ie](mailto:dataprotection@tipperaryetb.ie)  
If you choose to withdraw your consent, the FET Programme/College/Centre/ETB will no longer use your photographic or videographic image for the purposes set out below.  
However, processing already carried out may not be able to be redacted e.g. if a photograph is published in a newspaper already printed or a past yearbook etc.
- 5) All online media promotion on behalf of **insert name of FET programme/college/centre** and TETB is underpinned by our [Information & Communication \(ICT\) Acceptable Usage Policy](#) and [**insert website link to college's/centre's Internet Safety Policies or delete as appropriate**].

I *[insert name of Parent/Guardian/Learner over 18 years]* **consent** that photographs and video footage of \_\_\_\_\_ *[insert learner's name]* may be taken and used by or on behalf of *[insert FET programme/college/centre name]* and TETB to promote its activities (currently and in the future) in the following circumstances; as selected by me:

Photographic Image and/or Videographic footage of the student for the purpose of:		
<i>Please tick as appropriate</i>	Yes	No
On <i>[insert FET programme/college/centre name or delete as appropriate]</i> website, and/or the TETB website, social media and any other online publication associated with TETB schools/colleges/centres/programmes/services.		
Given to third parties, with the learner's name, for the purpose of being used in print media <i>e.g.</i> newspapers, magazines, brochures/leaflets, posters, prospectus, reports books and other similar publications, <i>e.g.</i> a learner attaining top results in their course/apprenticeship/traineeship.		
Displayed within the <i>[insert college/centre name]</i> and including the learner's name <i>e.g.</i> an image of a learner awarded the highest result in their course with their name below.		
In <i>[insert FET programme/college/centre name]</i> yearbooks with the learner's name also used.		
For promotional purposes related to the <i>[insert FET programme/college/centre name]</i> and/or TETB <i>e.g.</i> a course prospectus or video.		

**In circumstances not listed above where the learner's photographs or videos are sought, your consent as a parent/guardian/learner over 18 years will be requested separately at a later date.**

**Name of Learner:** \_\_\_\_\_

**Name of Parent(s)/Guardian(s):** \_\_\_\_\_  
**[where learner is under 18 years]**

**Date:** \_\_\_\_\_

### PHOTOGRAPHIC & VIDEOGRAPHIC IMAGE – WITHDRAWAL OF CONSENT FORM

#### Details of the Controller:

**This request is made to:**

Tipperary Education & Training Board (TETB)

**Address of Controller:**

Administrative Offices, Church Road, Nenagh, Co. Tipperary. E45 XD59

#### Details of data subject:

I am a:

- Parent/Guardian of a Student/Learner/Trainee/Apprentice
- Student/Learner/Trainee/Apprentice (over 18 years of age)

**My Full Name:**

**My Address:**

  

**My Contact Number(s):**

**Name of Data Subject:** *(i.e. the name of the person consent is being withdrawn for):*

**Note:** we require proof of the applicant's identity to ensure that the person making this request is acting legitimately within sections 91(3) or 92(5)

**For the purpose of proving my identity, I attach a Garda verified copy of 1 of the following:**

- Passport
- Birth Certificate
- Driving License
- Recent utility bill



Details of my request:

I \_\_\_\_\_ [insert signature of Parent/Guardian **or** of the Student if 18 years of age] **wish to withdraw my consent** (under section 71(3)(C) of the Data Protection Act 2018) that photographs and video footage of \_\_\_\_\_ [insert name of Data Subject here] may be taken and used by or on behalf of \_\_\_\_\_ [insert name of school/college/centre] and/or TETB to promote its activities (currently and in the future) in the following circumstances; as selected by me:

<b>Photographic Image and/or Videographic footage for the purpose of:</b>	
<b>Please tick the use for which you wish to <u>withdraw</u> consent</b>	✓
On the _____ [insert name of school/FET programme/college/centre] and/or the TETB website, social media and any other online publication associated with TETB schools/centres/programmes/services.	
Given to third parties, with the name of the student/learner/trainee/apprentice, for the purpose of being used in print media <i>e.g.</i> newspapers, magazines, brochures / leaflets, posters, prospectus, reports books and other similar publications, <i>e.g.</i> a student attaining top results in their course.	
Displayed within the school/college/centre and including the name <i>e.g.</i> an image of a student awarded the highest result in his/her course with his/her name below.	
In _____ [insert name of school/FET programme/college/centre] yearbooks with the name of the student also used.	
For promotional purposes related to _____ [insert name of school/FET programme/college/centre] and/or TETB <i>e.g.</i> a course prospectus or a video of a production.	

**Signed:**

**Printed Name:**

**Date:**

**Please return this form to the:**

**TETB Data Protection Officer,**

**By post:** TETB Administrative Offices, Church Road, Nenagh, Co. Tipperary. E45XD59

**By email:** [dataprotection@tipperaryetb.ie](mailto:dataprotection@tipperaryetb.ie)

TETB Office Use Only:

**Request ref no.:**

**Date request received:**

**Proof of identity provided:**

**Any other relevant comments:**