



## Table of Contents

Welcome to Iona College	3
College Background	3
Mission Statement	4
Iona College Motto	4
Iona College Rules	4
Iona College - Dignity at Work	5
General Guidelines for Learners	6
Learner Support	6
First Aid	10
Fire and Emergency Plan	10
Accident/Incident Reporting	11
Learner Code of Conduct	11
Malpractice by Learners	13
Equality Statement	15
Learner Representation – Your Voice!	16
Iona College Charter	17
<i>Iona College’s responsibility to you, the learner:</i>	17
<i>You, the learner’s responsibility to us, Iona College:</i>	18
Learner Admission	22
Iona College English Proficiency Requirements	22
Teaching and Learning	23
Entry Requirements	23
Transfer and Progression	23
Learner Registration	23
	1

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Learner Induction	24
Attendance	24
Programme Content and Learning Materials	25
Work Placement	25
Reasonable Accommodation	28
Understanding Assessment: It's Purpose, Policy and Procedures	30
Assessment Techniques	30
QQI Grading System	31
Submitting Drafts for Feedback	31
Non-Completion of Programme/Drop out	34
Examinations - Rules for Learners	35
Understanding Plagiarism	37
Iona College Plagiarism Policy and Procedure	38
Understanding Referencing	38
Submitting Assessment Evidence – What is the process?	39
In House Programmes	40
The Appeals Procedure	41
Iona College Complaints Procedure	42
Iona College Confidentiality and Security	43
Protection for Enrolled Learners	44
Contact Information	44

## **Welcome to Iona College**

Iona College would like to extend a warm welcome to you to join the Iona College Global family. We are delighted that you have chosen to start, extend or complete your learning journey with us and we will do our very best to ensure that you achieve to the best of your potential the goals that you have set for yourself.

## **College Background**

Iona College was originally set up in June 2004 and was called Iona Training Services Ltd. Since February 2005 the College has been facilitating QQI Level 5 and 6 certificate programmes. We are committed to creating an environment where you can enjoy a positive learning experience and achieve your goals. We are an Irish owned training and job placement company providing training and career services to a wide variety of clients. Our team of experts is enthusiastic and ready to respond to the needs of our learners. We are dedicated to helping our learners achieve their full potential by ensuring that all our courses are engaging, relevant and progressive.

We are a leading provider of health, child and social care courses in Ireland. In addition, we deliver professional development programmes in animate and inanimate lifting, First Aid Responder, CPR and MAPA training.

## **Mission Statement**

Iona College endeavours to achieve the highest standards of education and training by providing programmes that enhance continuing vocational development and thus employment opportunities. Programmes are certified by QQI and other awarding bodies which enable graduates to further their careers in accordance with legislation. The overall aim is to achieve productive outcomes of education and training so that graduates are encouraged to be lifelong learners as well as effective and sought-after employees.

## **Iona College Motto**

Just ASK is our motto. ASK is an acronym for

- Attitude
- Skills
- Knowledge

We teach knowledge, adjust and improve skills and enhance attitudes.

## **Iona College Rules**

Rule #1 If you don't want it done to your mother or your child, don't do it to anyone else's.

Rule #2 If your manager walked in and saw you doing this task, would they think it was appropriate?

## **Iona College - Dignity at Work**

Iona College is committed to providing a safe place of work which is free of any kind of harassment. Iona College enforces a strict policy prohibiting all forms of harassment. The College's Dignity at Work policy applies to all persons involved in the operations of Iona College and prohibits harassment by any employee or contractor of the College, including directors, tutors, staff, learners, and guests, as well as by any person doing business with or for the College. Harassment in any form, including verbal, physical and visual conduct, threats, demands, and retaliation, is prohibited. Harassment includes but is not limited to:

- Verbal conduct such as derogatory comments, slurs or unwanted sexual advances.
- Visual conduct such as derogatory posters, photography, cartoons, drawings or gestures.
- Physical conduct such as assault, unnecessary or unwanted touching, blocking normal movement or interfering with work.
- Threats or demands
- Retaliation for having reported or threatened to report harassment.
- Communication via social media, email or in writing that could be deemed offensive or unwanted.

A robust grievance procedure is in place which may be instigated at any time if a person feels that they have been the victim of a breach of the Dignity at Work policy. A complaint may be filed to either of the directors or tutors as appropriate and will be promptly investigated.

A complaint in writing will be provided outlining the matter as soon as it arises and given to the aforementioned staff. It should include:

- What happened
- When
- Who was involved
- Who witnessed the incident
- How it made you feel

Iona College will immediately undertake an effective, thorough and objective investigation of the harassment allegations. Once the investigation is completed and determination is made regarding the alleged harassment, the result is communicated to you as soon as possible.

## **General Guidelines for Learners**

### **Sickness or Injury**

If you are feeling unwell or injure yourself during training hours, you need to inform your tutor or the training co-ordinator. Next of kin will, if necessary, be contacted by telephone as soon as possible to arrange for you to be taken home. All accidents are recorded on the accident report form.

### **Personal and Social Well-being**

Within Iona College, learners are regularly reminded that you may speak to any member of staff in the strictest confidence about any matter at all which is disturbing or worrying you.

### **Learner Support**

Iona College tries to offer as much support as possible to learners. Tutors are available after class to respond to learner queries. Iona College offers both Email support and telephone support for all learners.

If a learner has any questions or problems with any area of the training or assessment you can contact our team and we will try to respond to your queries within 48 hours. Our tutors are on hand at all times to support your learning experience and to offer guidance.

Iona College offers a range of learner support and welfare needs across the following areas:

1. Pastoral
2. Academic
3. Financial
4. Employability

## **Pastoral Care**

Through its pastoral care arrangements and provision, Iona College demonstrates its continuing concern for the personal and social development of all its learners, regardless of their age or ability. Pastoral care is, perhaps, at its most effective when it is all pervasive and fully integrated into our daily routines. This approach has been adopted by the staff of Iona College.

## **Aims**

The aims are as follows:

- to promote a happy, caring, attractive environment which will stimulate learners;
- to promote the cultural, intellectual and physical development of learners ;
- to provide a broad and balanced curriculum that will be challenging, cater for the full range of abilities and enable learners to experience success;
- to develop learner's self-confidence;
- to encourage learners to value one another and to respect the views of other members of their community

Iona College will aim to provide a happy, caring and safe environment which is conducive to learning. You will be encouraged to behave in a responsible manner, showing respect, courtesy and consideration at all times. You will also be encouraged to respect the views of others.

## **Academic**

Learners obtain academic support from their initial consultation on induction on your first day of study. Learners are encouraged to ask questions and the tutors are encouraged to be facilitators of learning when open forum discussions and think tank strategies are used. Learners are encouraged to send in drafts of assessments for feedback and the tutors make themselves available after class, where learners seek one to one instruction when you still need further support. Dedicated telephone and email addresses are given to you on the first day to enable you to contact your tutor to clarify questions.

## **Financial**

Learners are supported financially by offering a pay as you go scheme. Learners are not required to pay in advance of training. Learners are encouraged to seek funding from the DSP and other parties. Iona College will furnish all required documentation in a timely manner to enable your funding application. Some learners are working on a CE scheme and your training is funded by the scheme.

## **Employability**

Iona College offers career advice to learners who seek it. Iona College attends the careers fairs in the local schools to provide advice on further education and training. Our aim is to not only provide learners with vocational training and qualifications, but also to ensure that you make the right decisions in your progression to further education, training and employment and to assist you on your journey.

The Director of Learning and Development assists with CAO and Qualifax access when requested. As part of the communications modules, learners will complete a letter of application, CV and will attend a mock interview in preparation for work.

Iona College offers CPD training to learners to ensure that you have the training required by host companies and or potential employers to mimic that delivered to permanent employed staff so that learners are not disadvantaged while on placement.

Employers will regularly contact the college looking for learners who are near completion of training to speak to the class or to complete a job interview and this can all be facilitated in the classroom. Notices will be put up of job vacancies in the canteen which may be reviewed by while you are on break.

## **Covid – 19**

Up until recently all Iona College facilitated QQI programmes have been classroom based, with Iona College ensuring the provision of a safe, inclusive and expertly managed space. However, the current Covid-19 pandemic has required us to migrate all teaching and learning provision into the online-blended learning space.

## **Garda Vetting**

All staff, tutors and learners must complete Garda vetting if they intend to work with vulnerable people or are intending to complete work placement visits. Learners are required to complete the Garda vetting form which will be processed through NHI to the Garda vetting bureau. Forms and online registration will be explained by the training co-ordinator. The fee for completion of the Garda vetting application is €30. The disclosure will be returned through the NHI portal and you can track your progress through the link that will be sent to you once you register for Garda vetting. Garda vetting is valid for 2 years. Garda vetting may be required to be completed directly by the host company in advance of placement. Nobody can commence placement without Garda vetting in place.

In the event of a disclosure it is up to you, the learner to disclose this to the host company and it is up to the host company to decide whether or not to proceed with the placement.

## **Health and Safety**

Iona College is committed to the provision of training facilities which are fit for purpose, clean, comfortable and accessible for all learners whilst providing learners with an environment that is conducive to learning.

Iona College ensures that health and safety practices are adhered to by tutors in the college and tutors in external training venues. Iona College recognises its obligations and duties as an employer to direct and manage and to ensure, so far as is reasonably practicable, the safety, health and welfare of all employees, contracted tutors and learners who may visit its premises as required under the Safety, Health and Welfare at Work Act 2005.

All venues are risk assessed prior to training commencement and learners are advised to make tutors aware of any additional hazards that you may have identified.

## **Smoking**

Iona College and all of its external training locations operate a no smoking policy. This includes vaping of any description. Smoking is permitted outside of the venues in designated areas only. Any breach of this policy may result in disciplinary action or request to vacate the premises.

Smokers are required to:

- Smoke only in the designated areas
- Not to block entry or exit to buildings
- Ensure that all naked flames, matches/lighters are extinguished in full.
- Receptacles providers for smokers are used to prevent littering of area

## **First Aid**

There is a first aid box available in all training venues to deal with minor injuries. In the event of a more serious injury being sustained, a Certified First Aider if available will treat where possible and call for ambulance if necessary.

Details of next of kin are requested from all learners and will be notified in the event of a serious incident as will the directors and the safety representative so all reports can be completed and accident investigation commenced where appropriate. Most of the tutors who are employed by or contracted to Iona College are nurses or are certified FAR and CFR certified as is the Managing Director.

## **Fire and Emergency Plan**

Plans for fire and other emergencies have been prepared and are in place. Evacuation drills will take place at least once a year or more often if required. Staff and learners comply with the tutor/ manager in the event of an evacuation incident. From induction training the procedure is gone through in detail with everyone and the assembly area is identified regardless of the training location. All emergency exits are clearly marked and free from obstruction at all times. Fire extinguishers are provided and appropriately sited and tested and serviced on an annual basis by specialised contractors.

Fire extinguishing appliances are readily identified, with easy access and will be unobstructed at all times. The appliances must not be interfered with in any way. No person must enter a smoke-filled area or area on fire.

### **Accident/Incident Reporting**

All incidents, no matter how trivial, and whether to employees or visitors must be reported immediately to the tutor/manager / training co-ordinator and the appropriate form must be completed. This will provide for better safety for all by informing the Company of previously unrecognized hazards which need to be controlled to prevent recurrence. The staff will ensure appropriate first aid is applied where necessary.

Where an accident investigation is necessary, everyone is required to co-operate fully with such an investigation and to provide any information which may be useful in establishing the circumstances leading up to the accident.

### **Learner Code of Conduct**

The Learner Code of Conduct establishes our expectations of learner behaviour and the procedures that Iona College uses to resolve matters when learner's behaviour is unacceptable.

Iona College will always seek to promote learner responsibility and respectful conduct. We ask that all learners:

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation;
- Are courteous and respectful of host venues and training centres;
- Show a positive commitment to your own development and learning;
- Show respect for another learners' development;
- Demonstrate attendance and punctuality to training/assessment events;
- Demonstrate cooperation with other learners, trainers, host venue staff and the Iona College team at all times;
- Understand that learners progress at different paces;
- Understand that there is a certain amount of necessary paperwork which must be completed by each learner;

- Take care of equipment, facilities and buildings and show respect for another person's property;
- Abide by the Iona College Malpractice and Plagiarism of Assessment Policy;
- Take due notice and care of one's own health and safety and respect for others well-being

The Iona College Learner Code of Conduct applies while learners are on placement as does the dignity at work policy in the host company.

## **Misconduct**

Assessments exist to help learners learn; grades exist to show how fully this goal is attained. Therefore all work and all grades should result from the learners' own understanding and effort. Academic integrity involves values such as avoidance of cheating or plagiarism; honesty and the maintenance of academic standards.

If a learner completes an assessment, or achieves a qualification by unfair means, this is unfair to those who have achieved the same qualification honestly. For these reasons Iona College will undertake appropriate measures to ensure that learner work is in fact their own, and that plagiarism, cheating or other forms of malpractice have not taken place.

## **Preventing Malpractice by Learners**

Iona College aims to prevent malpractice by learners through:

- Informing learners on induction of Iona College's policy on malpractice and penalties for attempted or actual incidents of malpractice;
- Ensuring staff who carry out assessment inform learners about the malpractice policy;
- Asking learners to declare that their work is their own;
- Conducting an investigation.

Such an investigation will proceed through the following stages:

- Make the learner fully aware at the earliest opportunity of the nature of the alleged malpractice and of the possible consequences should malpractice be proven;
- Give the learner the opportunity to respond to the allegations made;
- Inform the learner of the avenues for appealing against any judgment made;
- Documenting all stages of any investigation.

## **Malpractice by Learners**

This list is not exhaustive and other instances of malpractice may be considered by Iona College at its discretion:

- Cheating in an exam
- Plagiarism of any nature (including self-plagiarism)
- Collusion by working collaboratively with other learners to produce work that is submitted as individual learner work
- Copying
- Deliberate destruction of another's work
- Fabrication of results or evidence
- False declaration of authenticity in relation to the contents of a portfolio or coursework
- Impersonation by pretending to be someone else in order to produce the work for another or, arranging for another to take one's place in an assessment/examination/test.

## **Cheating**

Cheating is an attempt to deceive assessors or examiners. It includes but is not restricted to:

- Inclusion in a piece of work, by individual learners or groups of learners, of figures or any data (quantitative or qualitative) which have been made up or altered and which have no verifiable source;
- Contract cheating: the commissioning of a piece of work by a third party, beyond basic proofreading. This may be where a learner engages another to produce a piece of assessed work for the learner;

- A significant block of copied text expressing ideas or concepts taken from the work of others without appropriate referencing;
- Collusion between learners as evidenced by structure, sources, a significant block or numerous blocks of copied text,
- Results or data which cannot be substantiated on the basis of the material submitted by the learner;
- Fabrication or falsification of results, presented as the learner's own work, with or without citation;
- Communicates or attempts to communicate with a fellow learner or individual who is not the invigilator or a member of staff;
- Copies or attempts to copy from a fellow learner;
- Attempts to introduce or consult during an examination any unauthorised printed or written material, or electronic, calculation or information storage devices, including mobile phones.
- Possession of unauthorised material in an examination;
- Impersonates another or allows him or her to be impersonated.

Cheating is gross misconduct and will be treated as such. The penalties that could be imposed include downgrading the result and specific disciplinary measures such as suspension or permanent exclusion from Iona College.

In addition, the learner will be called into a meeting with the Director of Learning and Development to address academic concerns. The relevant awarding body or external institution will be informed as necessary.

### **Contract cheating**

If there is a reasonable suspicion that a learner may have commissioned a piece of work from a third party, but there is no direct evidence of this, then in agreement with the Director of Learning and Development, a Viva Voce can be arranged to give the learner the opportunity to demonstrate that they:

- Produced the work;
- Undertook the reading and research themselves;
- Undertook the preparatory work themselves;
- Understand what they have written.

If a viva voce is to be conducted it should not normally take place more than 30 days after the assessment feedback deadline.

If the investigation concludes that there has been a malpractice of assessment, the penalties to be considered include:

- that the learner's overall award should be reduced e.g. from a Distinction to a Merit or a Merit to a Pass or, a Pass to an Unsuccessful.
- EA will be informed
- Withdraw learner from the module
- Withdraw learner from full or part of programme if malpractice is across multiple modules. Learner will be certified for those modules which contain no malpractice only.

## **Equality Statement**

Iona College is committed to equality within our organisation and the provision of training to all sectors of our learning community, equally and fairly.

Iona College is an equal opportunities employer for existing and future employees and external subcontractors.

Iona College is committed to taking action to prevent, protect against and eliminate any direct or indirect practices or acts of discrimination which act as a barrier to providing fair and equitable training services for all learners. Iona College strongly opposes any form of unlawful or unfair discrimination covered in the 9 grounds of discrimination legislation Equal Status Act 2015 or as amended thereafter or any condition or requirement which places another person at a disadvantage and cannot be justified.

## Learner Representation – Your Voice!

Iona College are committed to an open two-way method of communication with all learners. The following details how learners receive both course information and information on progress, provide feedback on their experiences and receive information on performance.

1. Course information is published, in various formats, including the Iona College website informing potential learners comprehensively on all current and upcoming courses.
  - a. Learner Handbook
  - b. Learner Induction Presentation
  - c. Learner Contract
  - d. Attendance Records
  - e. Feedback from learners;
  - f. Records of feedback to learners
  - g. VLE, shared drive, social networking sites, text messages, email
2. Iona College have a comprehensive learner induction process in place. This is reviewed annually.
3. Learners are invited to provide feedback throughout their course; learner surveys, one to one meetings with tutors and/or staff.
4. Iona College encourage ongoing feedback to learners from tutors throughout their course, relating to both formative and summative assessment. Feedback is coordinated formally and informally.
5. Iona College maintain regular contact with learners through email.
6. Learner representatives are encouraged to participate in meeting and on committees e.g. PLAC to ensure that your voice is heard and to help us improve our service to you.

# Iona College Charter

## *Iona College's responsibility to you, the learner:*

1. To learn in a safe and secure learning environment
2. To be treated with dignity and respect by staff and other learners
3. To be trained by people that are competent in the subject area
4. To be trained by staff using a holistic approach to teaching and learning
5. To attend a course that is well managed and coordinated
6. To receive details of your course of study, a published timetable, assessment schedules and criteria
7. Equality of opportunity in all aspects of your learning experience
8. A dedicated contact person that you can approach for clarification on any aspect of your course of study
9. Feedback and support from your tutor
10. To be asked for your feedback during the course
  
11. Treat one other with courtesy and respect, respecting the rights of each individual to hold different beliefs and opinions and to express them appropriately.
12. Value diversity and challenge inequalities (appropriately and rationally).
13. Communicate with one other using approaches which are clear, relevant, accurate and timely.
14. Actively support one another to engage and to foster a vibrant learner community and to promote learner interests.
15. Actively support learner engagement in Iona College decision-making, ensuring the feedback loop is closed; and commit to building partnership between staff and learners.
16. Act ethically and transparently, providing and making use of fair and open methods to deal with real concerns and grievances and to learn from them.
17. Challenge bullying and harassment and demonstrate a commitment to supporting the mental health and wellbeing of all members of the Iona College learning community.

18. As learners, share the responsibility for learning and make a commitment to study and research using the resources and support services available, upholding the highest standards of academic integrity.
19. As staff, each play a key role in enabling high quality learning and advancing knowledge and understanding, ensuring every learner is supported.
20. Work to maintain and enhance the standards and reputation of Iona College recognising the contributions that all learners and stakeholders make to its success.

***You, the learner's responsibility to us, Iona College:***

All learners are required to:

- Attend and participate in all aspects of our training courses. If a learner is absent for any part of the course learners will not be permitted to sit examinations unless they have attended the entire course. No exceptions will be made, as we must follow the QQI guidelines.
- If you are going to be late, let us know by text or email prior to class commencement
- Try to arrange appointments outside of class times
- If you are finding challenges, tell us we will try to help you where we can
- Be class ready. When we are ready to deliver training, you need to be ready to participate.
- Comply with all assessment requirements and regulations
- Submit projects and assignments for correction by submission dates identified
- Ensure that references are made in projects and assignments for work that is not their own to avoid plagiarism.
- Treat all members of staff and fellow learners with respect and understanding at all times. In return, you can expect respect and professionalism from all Iona College staff at all times.

## Awards and Awarding Body

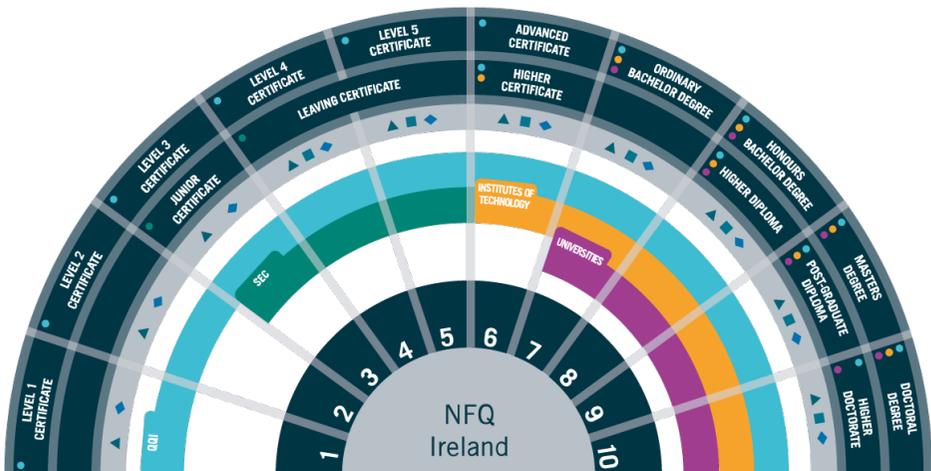


QAI AWARD

KNOW IT WHEN YOU SEE IT.

### *National Framework of Qualifications*

The National Framework of Qualifications (NFQ) is a system used to describe levels of educational qualifications. It is used to compare different qualifications and to ensure they are quality assured at home and abroad.



The National Framework of Qualifications (NFQ) is a ten-level system (1–10) giving an academic or vocational value to qualifications obtained in Ireland. NFQ levels help indicate how an award can be used for training, education and employment opportunities (see fan diagram above). Each level is based on nationally agreed

standards of what a learner is expected to know and be able to do after receiving an award. NFQ serves several purposes.

- It ensures awards obtained in Ireland are quality-assured and recognised internationally
- It is part of a system for comparing Irish and international awards
- It supports lifelong learning by recognising knowledge and skills within a comparative framework even if they are not recognised by a formal award
- It provides a system of establishing eligibility in learning processes for access, transfer and progression
- It recognises awards made by professional bodies

### **International**

NFQ is linked to similar frameworks in Europe. This helps people considering employment or study opportunities outside Ireland. There are two qualifications frameworks at European level:

1. The Framework for Qualifications of the European Higher Education Area also known as the 'Bologna Framework'. This deals with higher education awards (NFQ 6-10)
2. The European Qualifications Framework (EQF), which deals with all NFQ levels including schools, Further Education and Training, and Higher Education

### **Qualifications Recognition Service**

QQI offers a free Qualifications Recognition Advice Service for those seeking guidance on the academic recognition of awards obtained outside the Irish system.

([http://www.qqi.ie/Pages/National-Framework-of-Qualifications-\(NFQ\).aspx](http://www.qqi.ie/Pages/National-Framework-of-Qualifications-(NFQ).aspx))

### ***Travelling Abroad with an Irish Qualification***

For information on travelling abroad with an Irish Qualification, whether for work or further study, please consult the QQI link below:

<http://www.qqi.ie/Pages/Recognition-of-Irish-qualifications-abroad-.aspx>

### ***Misplaced QQI Certificate***

QQI will not re-issue certificates but can issue an official record of awards (transcript) of all Further Education Training (FET) awards achieved by a learner to date. All details relating to ordering a record of awards (application form, payment details, etc) is available from the QQI link below: <https://qhelp.qqi.ie/learners/fet-replacement-certificate/>

## **Learner Admission**

Iona College welcomes all adult learners regardless of age, gender, race or religion or any other ground of discrimination.

One of the first items that was purchased when we moved to our current premises was a scratch map of the world and learners are encouraged to check if their country has been uncovered or if they are the first from their country to attend college. This map is entitled Our Global Family and sits outside our training suites. Our Global Family means a lot to Iona College as we truly welcome people to join our college from all over the world. See has your country been scratched already and join our multicultural multi generational learning family.

## **Iona College English Proficiency Requirements**

All courses are delivered through English. Learners are advised that proficiency in both written and spoken English is a prerequisite for all courses.

If English is a second language, you are required to take an English language before commencement of training to ensure that your English proficiency is good enough for you to achieve certification.

If you are unsuccessful on completion of this test, you are advised of other agencies to go to, to improve your English and postpone joining Iona College until your English has reached a sufficient standard.

These agencies include:

- NALA: National Adult Literacy Agency
- Solas

## Teaching and Learning

### Entry Requirements

To attend a QQI course with Iona College, entry requirements are documented on our QQI programme descriptors, following programme approval. Admission requirements are considered according to the level of QQI/NFQ award, the component award specification, the course delivery methodologies (and competencies required to participate and successfully complete the award). The most common (fundamental) entry requirements are as follows:

- A basic level of education to Junior Certificate standard or equivalent;
- Basic proficiency in written and spoken English;
- Life experience to encourage a safe learning environment for all

### Transfer and Progression

Iona College has in place transfer and progression routes into and onwards from programmes leading to awards on the framework. This information is communicated to all learners during the induction process. Learners who successfully complete a QQI component module or Major award will also have further learning opportunities within a learner progression pathway.

From time to time, learners will inform tutors that they wish to migrate to another field of study and learners are advised on how this can be achieved. Examples are from childcare to health or social care awards.

### Learner Registration

Learners may register by phone, email, through the website or call to the office in person. The training co-ordinator will answer any queries that you may have and you are given the schedule of upcoming courses and a flyer detailing the structure of the course. If the enquiry is made by phone, the learner will be sent the flyer either by email or by post, whichever is most convenient for the learner. Some learners will be admitted to the college by their employer or CE supervisor. Learners may also be sent a link to Smartsheet to register for the course directly.

## **Learner Induction**

All learners are required to complete a learner starter form on the first day of training if it has not already been completed by the training co-ordinator on initial contact. These will be provided in the tutor folder by the training co-ordinator. The tutor then distributes the form to all new learners who have not studied in the college previously. The tutor advises the learner of the requirement for the completion of the form and any GDPR consent requirements.

The tutor collects the form, checks that all of the required information has been included and returns the completed forms to the training co-ordinator who uploads the information to the Learner Management System (LMS). Completed forms are then shredded. From time to time the learner may be given the link to the Smartsheet application to complete registration on line.

Learners sign the attendance register and following this, complete three documents on the first day;

These documents consist of:

- Learner Starter Form
- GDPR consent & privacy
- Emergency contact page

The tutor will briefly explain the quality assurance system and answer any questions you may have before class starts.

## **Attendance**

100% attendance is required for all courses. If you are unable to attend for a legitimate reason e.g. sickness or are going to be late, you must contact either the college or your tutor to let them know in advance of your class start time. It is up to you to catch up on what you have missed.

### **If you are in receipt of funding or a grant**

Iona College understands the cost of training and are happy to accept all learner funding streams that are available to learners. To enable this funding it must be applied for prior to training commencement. Learners cannot join programmes unless proof of approval of funding has been received in the college.

## **Programme Content and Learning Materials**

Programme content, and all learning materials are provided to learners on or before first day of training of each module through a Smartsheet link sent to your email. This will include:

- Presentation
- Briefs
- Brief cover sheet
- Marking sheet
- Outline assessment document
- Worksheets
- Policies and other relevant support documentation

In addition the Quality Assurance and Procedures Manuals may be sent to you from Smartsheet on request. They are also available on the website as is this handbook.

## **Work Placement**

For all Iona College QQI courses, a period of work placement is required of between 200-250 hours in a suitable supervised vocational setting. Learners are encouraged to source your own work placement in order to complete your course. Iona College will support you to find a suitable placement. The criteria that should inform the selection of a work placement include:

- Proximity to home
- Facilitated placement for learners in the past
- Access to mentor as a workplace assessor
- Skills may all be assessed in the facility
- The hours of placement can be accommodated
- Availability of bus routes and parking
- Likelihood of obtaining employment at the end of the placement

## **Iona College Responsibility**

Once you have identified the host company, Iona College develops a work placement pack which consists of:

- Letter of introduction
- Copy of CPD certificates
- Name badge if required
- Copy of insurance letter
- Briefs to be completed on placement
- Time Sheet to log hours completed
- Supervisor's report

## **Learner Responsibility**

Learners will be required to furnish your Garda Vetting disclosure. You will do this directly with the host company. If there is a disclosure on the letter, it is at the discretion of the host company if they wish to proceed with the placement. In some cases, the learners will be required to apply for Garda vetting through the host company before commencing placement.

In some host companies, vaccination for Hep B and TB are required and this must be completed before commencement of placement. Learners must organise the vaccinations and have a blood test to confirm immunity.

At time of writing, the vaccination for Covid-19 has just come to the country and it is not yet known what impact this will have on placements, if any.

Learners may be required to have additional training in MAPA or CPR depending on the requirements of the host company.

Learners will be informed by the host company about suitable attire e.g. uniform and correct footwear. All PPE will be provided by the host company. Learners are reminded that they are representing Iona College while on placement and must present professionally at all times. Learners must be respectful in their dealings with all management, staff and service users at all times.

Learners must agree the hours of work with the host company and are encouraged to be as flexible as possible in terms of shift allocation.

The Iona College Learner Code of Conduct applies while learners are on placement as does the dignity at work policy in the host company.

Iona College will contact the work placement company to assure that everything is going well. On long term courses, three work placement visits will be completed during the course of the placement.

Where learners are on work experience in host organisations, you are expected to follow the policies and procedures in relation to work-based practical skills demonstration assessments that are being undertaken on site.

If a learner is presenting pictorial evidence it must not include images of a child or vulnerable adult and permission must be sought from the guardians of the child or the vulnerable adults and from the organisation that is hosting the work experience.

Permission from the organisation or adherence to the organisation's policies and procedures, with regards to the capturing of any photographs or video evidence is to also be followed by their policies. This may for example prohibit the use of a mobile phone to capture such imagery and you may have to use the camera or video camera of the host organisation.

## **Personal Presentation**

Learners are required to present for class or for placement in appropriate clothing. While on placement, if not wearing a uniform, learners are to be guided by the work placement to ensure clothing is appropriate. Clothing should be regularly laundered and ironed.

## **Learner Welfare**

Toilet and canteen facilities are provided in all of our training venues to ensure the welfare of employees, contracted staff and learners. A separate canteen is provided where practicable for the learners to have lunch breaks away from staff facilities is also provided. All persons using the facilities are responsible for their hygienic upkeep.

## **Pregnancy**

If you discover that you are pregnant while attending classes with Iona College you should inform your tutor immediately. A pregnancy risk assessment will be completed to ensure your continued safety with the College. If you are on placement, you are encouraged to inform your manager as soon as you are aware of your pregnancy so that they too can risk assess to confirm a safe place of work for mother and baby.

## **Medication**

Persons who are under medical supervision or on prescribed medication and who have been certified fit for work should notify the Training Co-ordinator/Managing Director of any known side effects or temporary physical disabilities which could prevent them completing their work in full or where they may pose a danger to others or themselves e.g. using equipment, or caring for others.

Nobody is permitted to enter or remain on the premises while under the influence of illicit drugs or alcohol. Any person found in breach of this stipulation will be liable to instant dismissal from the College.

## **Reasonable Accommodation**

Iona College endeavours as far as is reasonably practicable that learners who have special requirements are facilitated in order to allow you to fully and fairly participate in assessment in a way that is impartial, reasonable and fair without compromising the award standard unless the measures needed would place a disproportionate burden on the college. Reasonable accommodation is made to cater for the assessment needs of learners with additional needs or of other persons whose rights are protected by Equality Legislation.

Iona College recognises that there is increasing diversity in learners entering further education, including non-traditional groups. i.e.

- People with English as a second language or third language
- Learners with visual impairment
- Learners with mild intellectual disability
- Early school leavers
- Learners with literacy and numeracy challenges

Iona College aims to respond to and support the range of diversity presenting across its learner profile through its ethos of mutual respect and dignity and respect policy.

Learner starter forms require learners to inform Iona College of any specific assessment requirements you might have.

At the start of each course the tutor reminds learners that you can inform Iona College confidentially of any particular learning requirements you might have. Where reasonably practicable, Iona College will endeavour to accommodate you to:

- Gaining access to courses
- Participate in courses
- Submit assessments
- Progress towards workplace or further education

The reasonable accommodation may include:

- Modification of assessment briefs e.g. large print version
- Provision of scribe or reader for examination
- Recording of assessments via video
- Additional time for completion of exams
- Provision of dictionaries
- Compassionate consideration
- Training room design to allow learners sit in selected areas for example nearer to the tutor for those with hearing or sight impairment.

## Understanding Assessment: It's Purpose, Policy and Procedures

### *What is an assessment and why do I have to complete assessments?*

We all hate assessments but as the course is QQI accredited, learners are required to complete assessments which assess the learning outcomes of the module.

The fair and consistent assessment of learners is of paramount importance to Iona College and is implemented through our QA system. All assessments are carried out in accordance with QQI regulations and are internally verified and externally authenticated before certification is issued. All learners have the right to appeal their result and all appeals will be dealt with in accordance with Iona College's appeals procedure. Learners who successfully complete the assessments will be certified.

### **Assessment Techniques**

The following are the assessment techniques:

- **Assignment** - An assignment is a written document with a word count e.g. a report, a research, a case study, a practical task or an evaluation of a particular subject. Learners are issued with a brief from their tutor, stating the specific guidelines and deadlines. We also give you an outline document with suggested layout and headings to guide you.
- **Project** - A project is a response to a brief devised by the assessor. The project is usually carried out over a period of time specified as part of the brief. Projects may involve research, require investigation of a topic, issue or problem or may involve process such as a design task, a performance or practical activity or production of an artefact or event.
- **Theory Examination** - An examination is used to test a learner's ability to remember information, to prove they have knowledge of the topic. An examination also shows that the learner understands the information and can give their opinion on a topic. All examinations are written and held in a classroom setting.
- **Skills Demonstration** - Skills Demonstration allows the learner to show their ability to achieve a wide range of practical skills. A skills demonstration may be

assessed while learners are on work placement or in a simulated environment in the college.

- Learner Record-Learner record is a reflection of the learner's experience and thoughts on an experience which may be a diary account or a personal reflection identifying areas that they could improve personal or professional performance for example.
- Collection of Work-A collection of work is number of documents which are used to demonstrate knowledge of the learning outcomes of a module and could include for example a CV, a letter of application, a staff appraisal form and a SMART analysis.

### **QQI Grading System**

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

### **Submitting Drafts for Feedback**

Learners will be advised of the assessments on the first day of attendance for their module and provided with the deadlines for receipt of completed assessments. As the module progresses, the outline of assessments will be provided to the learners by the tutor to give guidance on how to successfully complete the assessments.

Learners are encouraged to submit drafts of their work to the tutors on an ongoing basis so that they can receive feedback

## **Assessment Guidelines for Learners**

On the first day of training, learners are advised of the assessments to be completed for the module and the deadlines for submission.

As the module progresses, the outline of assessments will be provided to the learners by the tutor to give guidance on how to successfully complete the assessments.

Learners are encouraged to submit drafts of your work to the tutors on an ongoing basis so that you can receive feedback

Tutors will monitor and review learners' understanding and progress at regular intervals throughout the course.

Tutors will advise learners on how to professionally present your completed portfolio. All written work submitted should be word processed and may be sent in as hard or soft copy portfolios.

Skills demonstrations are assessed in the workplace to determine confidence and competence and will be completed by the manager or supervisor and signed off. The completed skills sheet along with your write up should be returned as evidence of having completed the task.

For skills that are completed in the classroom setting e.g. communications presentation or team meeting, they will be recorded and you will need to complete a reflection of the skill.

### **Learner procedures for submitting assessments**

Work must be submitted to your tutor for assessment by stated deadlines. Your assignments and examinations are assessed by your tutor and or an assessor. Following completion of your course, your results will be Internally Verified and an External Authenticator will visit the centre to examine portfolios and confirm results. Once results have been approved by a Results Approval Panel they will be put forward to QQI for certification. Please note: All assignments must be accompanied by a signed brief and cover sheet. The cover sheet consists of three statements which must be agreed by ticking the box on the cover sheet signed and dated.

The three statements are as follows:

I wish to confirm that I have read and understood the Iona College procedures regarding course work submission, plagiarism and malpractice

I wish to confirm that I have retained a copy for my own personal use and in the event of Iona College requesting an additional copy for any reason

I wish to confirm that this is entirely my own work except where referencing in line with Iona College guidelines

Signed: \_\_\_\_\_  
\_\_\_\_\_

Dated:

### **Learner verification and data protection**

Learners are required to present a form of ID that shows their picture, name, address, date of birth and PPSN on commencement of training and for Garda vetting purposes and entry into the QQI database. This information is held securely on LMS and deleted when the learner is no longer attending the college.

### **Exemptions and Recognition of Prior Learning**

Iona College recognises the importance of considering prior learning, and will not force learners to go through a course of learning when you already have the knowledge, understanding and competence to meet the assessment criteria.

We manage RPL as an overall process which embraces two sub-strands;

**Accreditation of Prior Experiential Learning (APEL)** – this is the process whereby a learner seeks formal recognition of prior learning you have achieved through experience, such as career, professional or voluntary work, and/or self-directed non-accredited study.

**Accreditation of Prior Certificated Learning (APCL)** – this is the process whereby a learner seeks formal recognition of prior learning from qualifications you already

hold but may not be recognised within the rules of 'combination' of the proposed qualification.

It is not unusual for RPL to be claimed against one or more modules, but not against part of a module, and the learner is responsible for making relevant staff aware of your wish to make an RPL application as early into the course as possible. For further details see P&P Recognition of Prior Learning.

### **Non-Completion of Programme/Drop out**

It is the policy of Iona College to protect the interests of learners who participate in all the training programmes and services Iona College offer at all times.

To achieve this policy Iona College offers learners who are unable to complete their programme of learning for valid reasons due to illness or other reasonable circumstances, the option to transfer to the next available programme or next available examination sitting. On occasions such as illness or unforeseen circumstances, special examination sittings are arranged for groups of learners. Any extension to deadlines or requests to attend assessment outside of the scheduled timetable must be applied for in writing by the learner to the Director of Learning and Development for review prior to deadline.

Should a programme be cancelled due to reasons beyond our own control, Iona College will reimburse learners in full for the training which was cancelled. Because of the short duration of the programmes that Iona College deliver, Iona College will commit to deliver all programmes.

## **Examinations - Rules for Learners**

1. If a learner arrives late but within 15 minutes of the start of the examination, they will be allowed to sit the examination, but no further time will be allocated for them at the end. The examination will finish at the allocated time for all learners.
2. Learners who arrive more than 15 minutes after the start time of the examination will not be permitted to sit the examination and will be required to reschedule.
3. Learners may not be allowed to leave examination centre and return during examination periods unless the invigilator is satisfied that the learners need to leave is genuine and the integrity of the exam is not compromised,
4. A learner should raise a hand to attract the attention of the invigilator during the examination,
5. Learners are not permitted to talk during the examination,
6. Learners are not permitted to view another learners work,
7. Learners are not permitted to have any materials with the exception of those necessary for the examination on their desk e.g. writing material, calculator.
8. Learners will be required to sit a distance of no less than 1.5 meters away from each other,
9. Learners are required to submit to their exam paper in the time allocated and no later unless grounds for reasonable accommodation have been granted to that learner,
10. Learners are asked to leave the room quietly if they have completed their exam paper early,
11. Learners must complete and sign the learner declaration within their assessment brief and submit to the invigilator along with their exam paper.
12. Learners may be expelled from the examination centre if their behaviour, in the opinion of the invigilator is such as to jeopardize the successful conduct or integrity of the assessment.

## **Use of Dictionaries in Examinations:**

If a learner's level of English is such that he/she needs to use a bilingual dictionary during examinations, this is permitted. The learner must present the dictionary to the examination invigilator prior to the commencement of the examination.

1. The learner is responsible for bringing his/her own dictionary to the examination
2. The use of an electronic dictionary, single language dictionary or thesaurus is not permitted,
3. Dictionaries should be word-to-word dictionaries so that a learner is not given an unfair advantage by using a dictionary with explanations.
4. Examination Supervisors will check the dictionary beforehand to ensure that it is free of any notes or other unauthorised material.

### **Instructions for Learners:**

1. Learners are responsible for noting carefully the date, time and location for each exam
2. Learners are required to be in the examination centre 15 minutes prior to the commencement of the examination,
3. Learners will not be admitted to the examination centre later than 15 minutes after the commencement of the exam,
4. Learners will not be allowed to leave the examination centre until after 30 minutes from the commencement of the exam,
5. Each learner must sign the appropriate sign in sheet for his/her group for each examination,
6. No books, notes, or written materials are allowed to be taken into the examination centre,
7. Coats and bags must be left in a designated area of the examination centre and all mobile phones should be switched off, not on silent,
8. Silence must be observed at all times and learners shall not communicate with or aid another learner,
9. Learners should raise their hand to attract the attention of the Invigilator,
10. A learner will not be allowed leave and return to the examination centre unless there is a genuine need and they are supervised,
11. A learner must raise their hand when they want to leave the examination centre and their answer books must be collected at their desk. If a learner leaves an examination early, the time is noted on the sign in sheet,
12. Learners must ensure that their name is on every piece of evidence handed up. Where more than one answer book is used the learner must indicate this on both books,
13. At the end of the examination learners must stop writing immediately,

14. Learners cannot remove examination papers or answer books from the assessment area,
15. Learners must remain seated until all the examination papers have been collected
16. Where there is a suspicion of assessment malpractice the invigilator will inform the learner that the incident will be reported, and the learner will be allowed to continue with the examination. All instances of suspected reported assessment malpractice will be investigated.

## **Understanding Plagiarism**

Plagiarism is the theft or use of someone else's work without proper acknowledgement and presenting the material as if it were one's own. If there is doubt over the authenticity of work, an opportunity will be given to demonstrate that it is genuinely that of the learner claiming credit.

## **Guidelines on Plagiarism: for learners**

Unacknowledged direct copying from the work of another person, or the close paraphrasing of somebody else's work, is plagiarism. This applies to copying both from other learners' work, the work of staff and from published sources such as books, reports or journal articles. Plagiarised material may originate from any source. It is as serious to use material from the internet, electronic encyclopaedia or literature archive as it is to use material from a printed source if it is not properly acknowledged.

Use of quotations or data from the work of others is entirely acceptable and is often valuable provided that the source of the quotation or data is given. Failure to provide a source or put quotation marks around material taken from elsewhere gives the appearance that the comments are a learner's own work. When quoting word-for-word from the work of another person quotation marks or indenting (setting the quotation in from the margin) must be used and the source of the quoted material must be acknowledged.

Paraphrasing, when the original statement is still identifiable and has no acknowledgement, is plagiarism. Taking a piece of text, from whatever source, and substituting words or phrases with other words or phrases is plagiarism. Any

paraphrase of another person's work must have an acknowledgement to the source.

Source of quotations used should be listed in full either as a footnote or in a bibliography at the end of the piece of work and in a style required by the learner's curriculum area.

Coursework (including assignments, essays, skills assessments and reports) must be the learner's own work. Learners must acknowledge assistance given from fellow learners, staff and work-based mentors to avoid suspicion of plagiarism. It is the tutor's responsibility to identify and report cheating and plagiarism.

### **Iona College Plagiarism Policy and Procedure**

Plagiarism will **not** be tolerated by Iona College. If an examiner suspects that plagiarism has occurred the learner will be informed of their concern. The Director of Learning and Development will also be informed. All suspected instances of Plagiarism will be investigated fully. The assignment/project in question will be marked by the assessor and the plagiarism highlighted. If plagiarism is confirmed, the learner will not be awarded marks for this assessment which may result in a grade reduction. Other assessments will be reviewed to ensure that there is no plagiarism in other modules. If plagiarism is found across multiple modules, the learner may have their module withdrawn and be unable to go through for certification. The learners will be kept informed throughout the whole process. For more details refer to the policy in p and p14.

### **Understanding Referencing**

A learner is encouraged to read around their topic of study by looking at theories and ideas proposed by others. This informs better understanding of the topic and shows that the learner can research and add this research in to their work to reinforce a point that they are making by supplying back up information developed by others. When a learner identifies the information as coming from another person or source this is referencing.

It is very important to show where information has been used from another source to avoid plagiarism.

Iona College uses the Harvard referencing system. In this system referencing is completed in two ways;

1. In the body of the work e.g. According to the WHO (2020), coronavirus is defined as....
2. In a bibliography at the end of the work on a separate page. Here you need to have your references in alphabetical order by surname for book references. A Harvard style book reference requires the following information in this order:
  - author's surname, and initial(s)
  - year of publication.
  - title of publication (in italics and with minimal capitalisation),
  - edition (if applicable. Abbreviated as 'edn')
  - publisher.
  - place of publication.

*E.g. Rowling, J.K.,2002, Harry Potter and the Chamber of Secrets, Bloomsbury Press ,London*

For web references, include the full web page address and the date and time accessed. E.g.

<https://www.who.int/health-topics/coronavirus>, accessed on the 4<sup>th</sup> January 2021 at 10.30 am

## **Submitting Assessment Evidence – What is the process?**

### **Why are there deadlines and what do they mean?**

Deadlines are dates set to indicate the date on which the completed portfolios are to be received by the college. The deadline is typically 4 weeks after the module has been completed unless skills are required to be assessed in a work placement. If skills are to be assessed the deadline will be when you have completed your placement and had all skills assessed.

If a learner cannot make a deadline, you must contact the college in writing at [info@ionacollege.ie](mailto:info@ionacollege.ie) to ask for an extension laying out the reasons why you cannot meet the deadline. The application will be reviewed on a case by case basis by the Director of Learning and Development and the learner will be advised of the outcome within 2 working days.

### **Understanding marking, grading and verification of results**

Once portfolios are submitted they are marked within 6 weeks. Learners are advised of your provisional results, and asked to sign to say that you have received your results by the training co-ordinator. These results are only provisional which means that the grade can go up , down or remain the same , until you go through a process of internal verification. This is a process where an assessor checks the portfolios to make sure marks were correctly totalled and grades correctly applied in line with QQI standards. Once internal verification is completed, an external authenticator is appointed from a QQI panel who will verify the standard of the portfolios for certification and then we hold a Results Approval meeting where the results are agreed and permitted to go for certification.

Once all results have been certified, learners are then advised of your final marks by email and are guided on how to appeal results if desired. Once the appeal period has passed, if you have appealed your grades, the portfolio is retained but for those learners who have not appealed, the portfolios are shredded.

Certificates are received in due course from QQI upon payment of invoice and are distributed to learners at our annual graduation cap and gown ceremony to all learners.

### **In House Programmes**

Certificates are issued on the date of course completion to learners attending public courses and/or upon all fees having been received e.g. patient moving and handling.

For CE participants or employers who have booked the learners on to the courses and are paying for the training, certificates are issued to the managers unless otherwise agreed.

A note will be placed in LMS that certificates have been posted.

If a non QQI certificate replacement is requested, Iona College reprints the certificate.

### **Repeating Assessment(s)**

Opportunities to repeat assessment activities are dependent on the nature of the activity and the practical and/or operational issues involved. Iona College will facilitate repeat assessments, as far as possible, within their limited resources.

Iona College will:

- Process requests for repeats
- Make all necessary arrangements for repeat assessments.
- In the case of repeat examinations and skills demonstrations, a different examination paper and brief must be used.
- Ensure that the repeat assessment process is conducted in accordance with Iona College Assessment procedures
- Record and communicate results arising from repeat assessments to the learner and process the certification on QBS.

**Learners can repeat an assessment:**

- If you do not pass the overall component;
- On one occasion only.

For learners that require additional support e.g., in, practice examinations and practice skills demonstrations should be arranged, and feedback provided in advance of the assessment.

**Learners cannot repeat:**

- To improve your grade.
- If you have plagiarised their original assessment

If you have been unsuccessful in one of the assessments but passed the overall component. For example, if a learner fails an exam but because of the marks achieved in another assessment e.g., portfolio you achieve an overall pass grade for the component you cannot repeat the exam.

**The Appeals Procedure**

All learners have the right to appeal your result. A Statement of Results will be issued to all learners along with a letter detailing the appeals procedure. Upon payment of an administration fee of €30, along with a formal request within 7 days of receipt of the final statement of results, the Review, Recheck, Remark Appeal will commence.

The portfolio will then be reviewed by a senior assessor who did not previously review the portfolio or mark it, they will review it, recheck and remark the portfolio where necessary and provide feedback to the Director of Learning and Development who will inform the learner in writing by email of the outcome. This will be completed within 5 working days of the receipt of the appeal. No new or revised work will be accepted, the review will only consider the original work submitted.

Any request for an appeal must be made in writing, by email, within the deadline set out in the Provisional Notification of Results email. All communication with learners regarding appeals is managed by the Director of Learning and Development.

Upon receipt of the Provisional Notification of Results by email, the learner may wish, to formally appeal their result externally. An external examiner is then appointed to remark the portfolio and the result is then communicated in writing to the learner within 10 days. A formal appeal must be made in writing and sent to [info@ionacollege.ie](mailto:info@ionacollege.ie). The cost of a formal appeal is €30 and must be paid at the time of submitting a formal written external appeal request. The appeal fee may be paid by EFT. Iona College accepts all responsibility for carrying out appeals in accordance with QQI approved quality assurance processes. The learner, if still dissatisfied is advised of the right to contact QQI.

Learners are not disadvantaged by appealing a result and may continue to attend class and submit assessments as the appeal is being processed.

### **Iona College Complaints Procedure**

Complaints may be made by letter, telephone, electronically by email or verbally from the learner to your tutor. The tutor will try to resolve it to your satisfaction but if this is not possible, the complaint is then passed to the Training Co-Ordinator. If the complaint is about the tutor, you can go directly to the training co-ordinator who may then pass it on to management depending on the severity and nature of the complaint who will then work to resolve the issue. All complaints will be dealt with immediately in a professional and confidential manner and an investigation will take place immediately. It is expected that a resolution to all complaints investigated will be within 10 days of receipt.

The outcome of the complaint will be one of the following:

- The concerns raised are valid and corrective action will be taken;
- The concerns raised are valid but there is nothing that can be done to remove the issue due to operational constraints for example;
- The concerns raised will inform future practice but cannot be resolved currently;
- The concerns raised are not valid.

The complainant is advised of the results of the investigation and is informed of their right to appeal the findings using the Complaints Appeals sub committee. Learners will not be disadvantaged as a result of raising a matter of concern or of making a complaint, provided it is made in good faith.

If the learner is still unhappy with the results of the investigation, you can contact the Office of the Ombudsman. Where a case is considered eligible, the Office of the Ombudsman will provide independent adjudication on the resolution of complaints, once the college's internal procedures have been exhausted. The OIA website can be found at:

*<https://www.ombudsman.ie/publications/information-leaflets/the-ombudsman-and-education/>*

### **Iona College Confidentiality and Security**

Our record keeping ensures that learners can contact us for reference, provisional results and for any other reason and that we will be able to provide the information efficiently and in a timely manner. All record keeping and document gathering is processed in compliance with current data protection legislation, primarily the General Data Protection Regulation (GDPR).

All systems are password protected with access strictly controlled.

Iona College encourages open communication both within and outside of the classroom. If you are experiencing any difficulties which are affecting your participation on this course please discuss this with your tutor or the training co-ordinator. All discussions will be deemed confidential.

Formal evaluation will be conducted throughout the course through evaluation forms, class meetings and one-to-one sessions where appropriate. Please take this

opportunity to provide feedback to us about our services. This will help us to improve the quality of our training to you and to other learners.

### **Protection for Enrolled Learners**

Iona College offers protection for enrolled learners as required by the QQI guidelines. PEL is only activated in the event of the unexpected cancellation of a programme that has already commenced, or closure of the college. Once a programme has commenced, we aim to ensure the programme will be completed in full so as not to disadvantage the learner. Programmes are delivered on a module by module basis and last a maximum of 4 weeks so it is highly unlikely that a programme will start if there are insufficient numbers or the college is likely to close. No fees are paid in advance of the programme commencement. Learners are encouraged to pay fees on the first day of the programme by EFT.

All learners join the college on a module by module basis and as each module lasts for less than 4 weeks, Iona College commit to completing that programme of study. Procedures are in place to facilitate the learner through a programme deferral or the issue of a refund if necessary. A minimum of 8 learners are required to deliver a module.

### **Contact Information**

#### **Office Hours:**

9.00am – 4.00 pm

#### **Postal Address:**

Unit 6F,

Kells Business Park,

Cavan Road, Kells,

Co. Meath

Email: [info@ionacollege.ie](mailto:info@ionacollege.ie)

Phone: 046 – 9249789

Website: [www.ionacollege.ie](http://www.ionacollege.ie)