



CITY COLLEGES (PART OF THE CITY EDUCATION GROUP)

BA (HONS) IN BUSINESS STUDIES

LEARNER HANDBOOK 2020/21

This learner handbook includes College policies, regulations and important information about your programme. Policies and regulations referred to in this handbook will also be explained at the beginning of the programme and additional, relevant information will be provided as the programme continues.

City Colleges, 84-88 South Great George's Street, Dublin 2.



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WELCOME TO CITY COLLEGES

Welcome to City Colleges (part of the City Education Group). City Education Group is a leading provider of Professionally Accredited Courses, Approved Continuing Professional Development (CPD) Courses and QQI Accredited Health courses. We deliver quality courses in an enjoyable and supportive adult learning environment. Our Lecturers are passionate about sharing their knowledge and experience with their Learners and will be delighted to assist you in completing the programme of your choice.

City Education Group is a provider of internationally recognised QQI major award programmes. All these awards are aligned on the Irish National Framework of Qualifications. We offer a range of learning options including full-time, part-time and blended learning online designed to suit a range of learning styles. Since 2011 we have delivered online, quality, affordable online college diplomas in various areas of study.

From Autumn 2020, City Colleges will deliver undergraduate degrees in Business and Childcare.

Our dedicated team of academic advisors at the College as well as your Lecturers will be delighted to support and advise you throughout your course in obtaining the qualifications required for your chosen career.

Please take the time to read the information contained in this Learner Handbook. Remember to sign Appendix A to confirm that you have read and understood this information. This statement of understanding must be returned to the Lecturer of your first Module.

We look forward to supporting you during your time studying towards the BA (Hons) in Business Studies at City Colleges.

Best wishes,

Finian

Dr Finian Fallon

Dean of Faculty of Business





1.1 OUR MISSION STATEMENT AND VISION

City Colleges (part of the City Education Group) strives for excellence in meeting adult Learners' educational needs through the provision of the inclusive, innovative and supportive training methods.

The City Education Group's mission is to provide learners with accessible, high quality, flexible learning opportunities, and professional development programmes that reflect current and emerging knowledge and practices relevant to the learner, society and to employers.

The vision of The City Education Group is the provision of excellence in responsive applied education. Through the delivery of excellent further and higher education programmes, The City Education Group is committed to transforming the lives of its learners by providing an enriching and inspiring learning environment. These learners will, in turn, contribute positively to the educational, economic and cultural development of Ireland and beyond. We endeavour to provide a learning environment, which affords learners the opportunity to attain their best whilst studying on our programmes. Our main vision as a leading educational Group, is to transform lives through excellence in teaching and learning and by inspiring our lecturers, students, and graduates.

1.2 OUR COMMITMENT TO STANDARDS

City College's commitment to quality regarding materials, teaching, assessment, and Learner support is firmly established. The College offers an extensive curriculum of both classroom-based courses and blended online courses designed to meet Learners' academic and vocational needs. The College believes in equal opportunities for all and it is open to every section of the community regardless of background or circumstance. Every effort is made to create conditions in which all Learners can participate fully and equally in the Colleges activities. Many departments and staff contribute to services within the organisation. Within the framework of the Learner Charter, each department works to standards directly related to the services it provides. City Colleges staff will respond to you promptly and courteously and with respect to confidentiality.





1.3 WHAT CAN YOU EXPECT FROM CITY COLLEGES?

- Comprehensive teaching materials developed for classroom-based courses and blended online courses as appropriate.
- Educational advice and guidance to assist you in choosing further courses to aid your career progress.
- Lecturers who will offer you academic support for your studies by marking assignments and giving you constructive written feedback, and are available to you to discuss your academic progress.
- Fair and objective assessment of course work, with internal monitoring and verification plus external verification.
- In normal circumstances, to return your assignment results within 4 weeks of the assignment deadline. (If your assignment has not been returned within that time, please contact the Module Leader in the first instance).
- Clear and accurate information about the academic regulations including the appeals procedure.
- Operation of a safety policy in accordance with the Safety, Health and Welfare at Work Acts 1989 and 2005.

1.4 WHAT THE COLLEGE EXPECTS FROM YOU:

City Colleges works on the basis of mutual respect and responsibility, where learners have certain responsibilities. City Colleges will do its best to maintain the standards and provide the services specified in this charter but can only do so if you help by:

- Observing the College's rules and regulations.
- Ensuring you meet all entry requirements and prerequisites as set out in our Learner Handbook.
- Informing the College of your current address or change of address.
- Reading and responding to communications sent to you by the College's main office or your Lecturer.
- Meeting College deadlines, including paying fees on time.
- Studying the learning materials and making use of the tutoring and advisory support provided.
- Respecting any guidelines about contacting lecturers and submitting assignments on time.
- Attending webinars, workshops, work experience, and examinations as appropriate for your course.





- Informing the Student Support Officer if you have a disability or health difficulty that might affect your studies so that the college can make every attempt to provide you with appropriate facilities.
- By giving a commitment to submit your own original work as your course assignments and to clearly label all assignments with your name and your course title.
- Taking reasonable care for your own safety and that of others while attending your course.
- Respecting the opinions of all learners and lecturers
- Adhering to confidentiality within the classroom
- Seeking help and guidance from your lecturer, our Student Support or Student Advisor if you need additional support.
- City Colleges is always open to receiving feedback and course evaluations from learners and takes steps to solicit specific feedback on a regular basis.

1.5 WHY CHOOSE US?

- Leading Irish providers of Accountancy, Law, Psychology, IT, Childcare & Montessori Courses, Healthcare Courses, Special Needs Assistant Training.
- QQI Certified Courses.
- Part-time, full-time, Intensive and blended / online with online delivery of courses available.
- Experienced lecturers.
- Comprehensive course notes
- Educational advice and guidance to assist your career progress.

1.6 OUR PROGRAMME TEAM AND CONTACT DETAILS

NAME	DEPT	EMAIL	PHONE
Philip Burke	Chief Executive Officer	philip.burke@citygroup.ie	01 5241593
Dr Finian Fallon	Dean of Business	dr.finian.fallon@citycolleges.ie	01 5241720
Charlie Dayman	Programme Leader	charlie.dayman@citycolleges.ie	01 4160034
Helen Kennedy	Registrar	helen.kennedy@citygroup.ie	01 5241703





Orla Bolger	Head of Admissions	orla.bolger@citygroup.ie	01 4904050
Pamela Morton	Administration Management	pamela.morton@citygroup.ie	01 5241716
Karen Higgins	Academic Advisor	karen.higgins@citygroup.ie	01 4884300
Dr Louise Heeran Flynn	Director of Quality	dr.louise.heeranflynn@citygroup.ie	01 5242130
Finola Dunne	Student Support Officer	finola.dunne@citygroup.ie	01 5241694
Academic Administrator	Administration	administrator@citycolleges.ie	01 4160034

1.7 EQUALITY OF OPPORTUNITY

The College operates an equal opportunities policy for our Learners. Learners will be treated fairly and will not be discriminated against under the following grounds:

- marital status
- gender
- age
- family status
- sexual orientation
- religious belief
- disability
- race

Our lecturers value each Learner and their contribution to the programmes they study.

2. INFORMATION FOR LEARNERS

Before starting your course, you should have the following information:





- Course title and the award that the course is leading to, e.g. BA (Hons) in Business Studies.
- The name of the awarding body, e.g. QQI.
- Whether the award is recognised in the National Framework of Qualifications
- The structure of the award (e.g. major, minor, special purpose)
- Whether the course is classroom based, blended / online or online
- IT skills requirements if completing an online course
- Course fees

2.1 QQI (QUALITY & QUALIFICATIONS IRELAND)

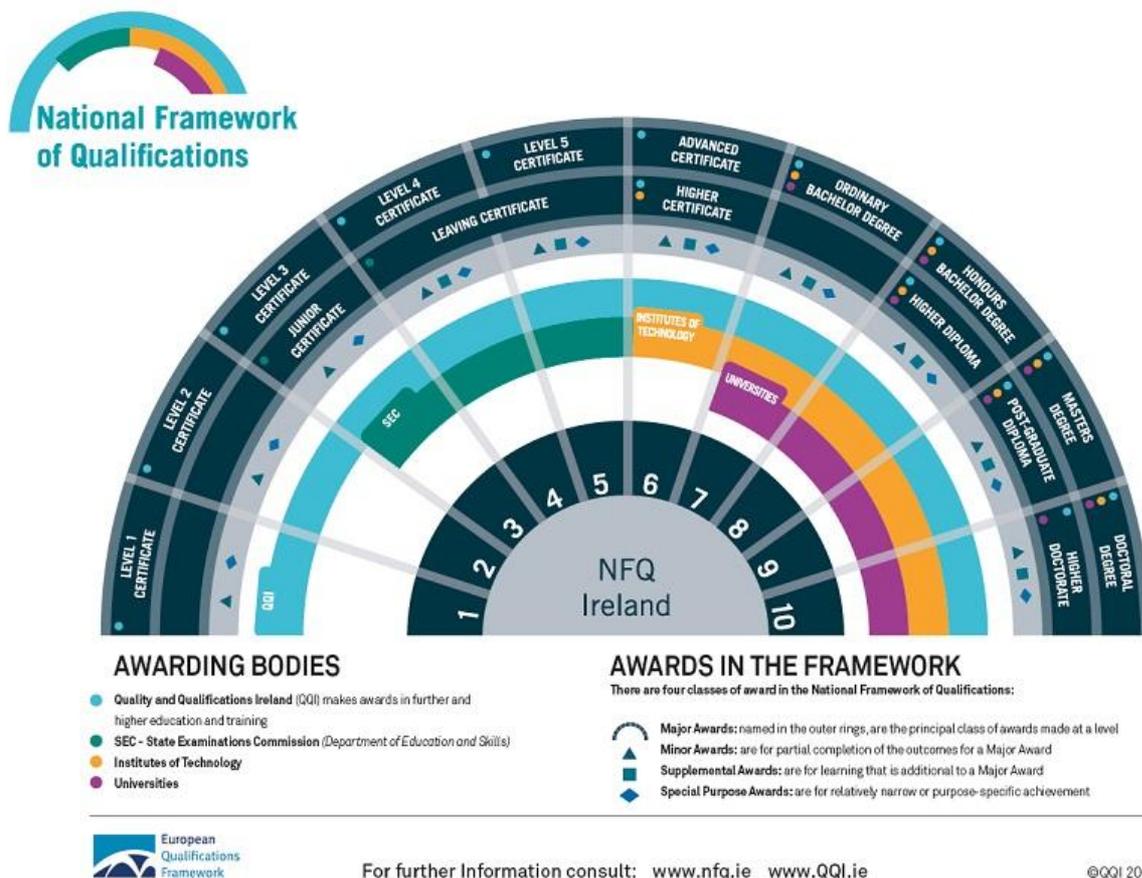
QQI (Quality and Qualifications Ireland) is an independent State agency established by the Quality Assurance and Qualifications (Education and Training) Act 2012 with a board appointed by the Minister for Education and Skills. Its functions include those previously carried out by the Further Education and Training Awards Council (FETAC); the Higher Education and Training Awards Council (HETAC); the Irish Universities Quality Board (IUQB) and the National Qualifications Authority of Ireland (NQAI).

QQI's role is to:

- Promote, maintain and develop the Irish National Framework of Qualifications (NFQ) the 10-level framework for the development, recognition and awarding of qualifications in Ireland
- Review the effectiveness of quality assurance procedures of further and higher education providers for programmes leading to qualifications in the NFQ
- Review your training programme and education provider on a regular basis
- Validate education and training programmes and make awards for providers in the further education and training and higher education sectors
- Provide advice on the recognition of Irish qualifications abroad and the recognition of foreign qualifications in Ireland
- Inform the public about quality assured education and training programmes and qualifications through a database of programmes and a register of providers
- Advise the Minister for Education and Skills about national policy on quality assurance and improvement in education and training.



2.1.1 THE NATIONAL FRAMEWORK OF QUALIFICATIONS



The National Framework of Qualifications (NFQ) is a 10-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



2.1.2 AN INTERNATIONAL QUALIFICATION NFQ

The 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.

2.1.3 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.

2.1.4 MISPLACED QQI CERTIFICATE

QQI will re-issue lost certificates at a fee of €100 per certificate. They can also issue an official record of awards (transcript) of all Higher Education (HE) and Further Education Training (FET) awards achieved by a Learner to date. The fee for re-issuing learner transcripts is €20. All details relating to ordering a record of awards (application form, payment details etc.) are available from: <https://qhelp.qqi.ie/>

2.2 ROLES & RESPONSIBILITIES OF LEARNERS

- If you are attending a **Classroom based course**, please ensure that you arrive 10 minutes before the class is due to start. We would ask all Learners to stay until class has finished – it can be disturbing for others if you leave early. Please note that your Lecturer will be adding up late arrivals and early departures as part of the 80% attendance stated below.
- Learners should attend all classes. If you cannot attend, please contact the Academic Administrator. A minimum of 80% of classes in total must be attended before the College can certify your course. Exceptions can be made in some circumstances: for example illness, bereavement etc.





- If you are doing the **Blended Online Course**, please ensure that you log on at least 10 minutes before a live webinar is due to start. We would ask all Learners to stay until the webinar has finished. Please note that attendance is automatically logged. You will need to sign into your live webinar room using your full name. If you sign in with your first name, you may be asked to leave and log in again. Attendance at Blended Online Courses will be noted.
- Where possible, Learners should attend all webinars. If you cannot attend, please ensure that you watch the recorded version. There is a minimum attendance requirement of 80% for this programme. Attendance at webinars will be noted.
- Learners will be given assignment work to complete during the course. Learners are advised to set aside some additional time each week in which to complete designated assignments and to keep all course work up-to-date. You are required to keep copies of all work that is submitted. Learners also undertake to complete work on time and have them ready to submit to the Lecturer via the Moodle portal on the date requested.
- Learners are responsible for completing work themselves and the Lecturer will assess completed work. Feedback will be given in a constructive manner. All assessments must be submitted electronically: no handwritten assignments will be accepted.
- Scheduled opportunities for Learners to meet or talk with Lecturers on a one-to-one basis will be made available during the course, if required.
- Learners must adhere to and sign the College's Statement of Understanding, Plagiarism Policy, Disciplinary Procedures and Confidentiality conditions (Please see the Appendices)
- Learners are encouraged to express their personal beliefs, wishes and views, except where they adversely affect the rights of others.
- Learners are encouraged to feel comfortable to express concerns, make comments and ask questions at their own pace.
- Anti-discriminatory practice will be followed as consistent with the College's equal opportunity policy and the manner of interaction between Learner and Lecturer will manifest a non-judgemental acceptance of each other.
- Learners undertake to complete work on time and have them ready to hand in to the Lecturer on the date requested. Extensions will only be given in exceptional circumstances. Requests for extensions should be made initially to your Lecturer. Should you require a longer period of time to submit your assessments you will need to contact the Registrar. Please note, extensions are not automatic and must be applied for in advance of the submission date. You will be notified if your application for an extension has been successful.





- **PLEASE INCLUDE THE NAME WHICH YOU REQUIRE ON YOUR CERTIFICATES ON ALL DOCUMENTS DURING THIS COURSE.**
- You must also inform the office should you change address during the course. QQI only issue certificates once and the College will send them to the address provided to us.
- If you are having problems with the course work, or any area of the course, please inform your Lecturer as soon as possible
- Learners must attend a supervised exam centre to complete written examinations for certain modules. The College reserves the right to request identification at any stage of the assessment process.
- Learners have an obligation to be at the exam centre in good time prior to commencement of scheduled exam.
- Learners are informed of their right to appeal their result and must follow the relevant process.
- Learners are expected to abide by all rules and responsibilities as set down by the College while on work placement, where relevant (there are no workplace requirements for the BA (Hons) in Business Studies degree).

2.3 IT SKILLS

The College seeks to implement instructional design and best practice in the delivery of all our courses. In order to benefit from the range of tools used to deliver our programs, Learners are required to have the capability to:

- Use Internet Explorer or other browsers
- Use Microsoft Outlook or similar e-mail and task management application
- Submit assignments in a Word document or similar format
- Be able to carry out web-based research

2.4 AVAILABILITY OF COURSES

Any booking for courses placed through our website is made subject to availability. We reserve the right to decline the supply of courses to any individual or company, or to refuse any booking for a course. In all cases places cannot be reserved on a course without a deposit. Late enrolments may be accepted subject to place availability. Course start dates may be deferred, or courses may be cancelled if there is an insufficient number of Learners enrolled. The College will endeavour to offer an acceptable alternative course. The College reserves the right to change course schedules, with reasonable notice, and to postpone or cancel a course. In the event of cancellation, the College will





refund all fees paid. In the event that an agreed third party payee does not pay for the course in its entirety, the Learner will be liable for the full amount outstanding to the College. In exceptional circumstances (for example: family bereavement, certified illness) Learners may apply for a deferral. A deferral fee will apply. The deferral is granted at the discretion of the Registrar and the deferred place must be taken up within one academic year. Deferrals are only granted if a Learner has completed less than 50% of the course.

2.5 COURSE FEES

At the College, there is a transparency policy regarding course fees. Registration fees, Garda vetting and workplace insurance are included as part of our course fees. Payment can be made in person, over the phone or online using one of the following payment methods: VISA, MasterCard.

Debit. Booking deposits and fees / balances are non-refundable & non-transferable. Learners are liable for fees, **whether or not** they complete the course of study. Unless an instalment plan is in place course fees must be paid in full before the commencement date of the course. Except where stated, all fees are non-refundable. No fee refund or transfer will be made to Learners who fail to attend classes or who do not finish the course. Learners are deemed to have accepted these terms on payment of their deposit/fees.

Where a Learner is in arrears with their fees, he or she may be asked to leave the course.

2.5.1 MONTHLY INSTALMENTS

The College offers an instalment plan for all Learners. Payments are made on a monthly basis and not on an individual module basis. Learners who avail of the instalment option enter a binding contract that an agreed amount will be debited from their account by direct debit or bank account mandate provided on registration, and will reoccur on a specific date each month thereafter. Payments for instalments can only be made via Irish domiciled bank accounts.

Learners are responsible for notifying the College of any changes to their bank details. If monthly instalments are not kept up-to-date, access to the programme may be automatically deactivated until such a time as the payments are up-to-date or a new payment plan is in place.





2.5.2 GRANTS / FUNDING

Any Learner receiving funding for a programme is responsible for ensuring that their programme is completed within the specified timeframe as set out by the funding agency, otherwise, the Learner may incur the full cost of the programme. We do accept Social Welfare Funding. You will need to arrange an appointment with your local Social Welfare office and enquire about applying for a TESG Form. This can fund the Learner up to €500 towards a QQI Course with us. The Learner must pay the remaining fee.

2.6 LEARNER ID CARDS

The College issues Learner ID cards for students on the BA (Hons) in Business Studies Degree. This will be issued to each student within a month of the beginning of Semester 1.

2.7 PROTECTION FOR LEARNERS

QQI Protection for Enrolled Learners (PEL)

As required by the Qualifications and Quality Assurance (Education and Training) Act 2012 this programme being more than three months in duration is covered for protection of Learners under the College quality assurance programme agreed with QQI.

2.7.1 WHAT IS PROTECTION FOR LEARNERS?

Under the Qualifications and Quality Assurance (Education and Training) Act 2012 Protection for Enrolled Learners, each private training college must provide protection for you to ensure that if you pay for a programme, you receive your full training and certification. Within the Act, 'Protection for Enrolled Learners, refers only to programmes of three month's duration or more.

2.7.2 COLLEGE PROTECTION FOR LEARNERS

As required by the Qualifications and Quality Assurance (Education and Training) Act 2012 the College has in place a protection of enrolled Learner's insurance policy for all programmes with duration of three months or more, under its quality assurance programme with QQI.





2.8 REFUND POLICY

Whereas the college understands that unforeseen circumstances may compel a Learner to withdraw from a course, Learners should understand that the college makes decisions as to resource levels for a course (including teaching resources) based upon the number of Learners who register for it at the commencement of the course. Accordingly, only in very exceptional circumstances, will the college consider refunding a part of any fees paid.

1. The college accepts no obligation to refund any fee or part of any fee paid in respect of any programme or service provided by the college.
2. Under no circumstances will the college refund the deposit, or any part of the deposit paid in respect of a Learners' registration for a programme, save in the event that the college is unable to run the course registered for.
3. Where a Learner has to withdraw from a programme and the withdrawal is due to exceptional circumstances which are beyond the Learner's control (and which are documented and which are likely to significantly impact upon their ability to successfully follow the course), a partial refund of any fee paid may be considered. Where, in the circumstances detailed above, a Learner does not attend any instruction, or where a Learner commences lectures but withdraws before the third week of a programme of study, part of the fee paid may be refunded. Applications for such refunds must be addressed to the Academic Administrator and made on the college's Application for Refund Form (available from the Academic Administrator) and reach the College before week five of the programme.
4. Extenuating circumstances that may be considered within section 3 above, though used here by way of example only and without any commitment by the college to consider such circumstances as extenuating in any particular case, are as follows:
 - serious illness of Learner or member of proximate family
 - death of a member of Learner's proximate family
5. Other regulations may apply and be notified to students from time to time in respect of refunds.

As an alternative to claiming a refund, any Learner may ask to defer their registration on a programme of study to a later date or to a nominated alternative programme of study. Please note that the information contained in the document is neither conclusive nor exhaustive and the College reserve the right to substitute alternative arrangements where it deems necessary





2.9 DISCOUNTS / SPECIAL OFFERS

There are no refunds available in respect of any discounted courses or where courses are on special offer.

2.10 DEFERRAL

In exceptional circumstances it is understood that a Learner may need to defer their place on their chosen course. An application must be made in writing (Appendix D) to the College in order to request a course deferral. This application must state the reason for deferral as well as attached supporting documentation. Please ensure supporting documentation is sent, as without this your application will not be considered. Reasons for deferral may include illness or family bereavement. Deferral applications are subject to a €100 deferral fee. This should be submitted with the Deferral application form to the Academic Administrator.

****Please note that it is the responsibility of the Learner to manage their own time throughout the duration of the course. Work / family commitments will not be deemed as an exceptional circumstance. If a Learner fails to submit their coursework or meet their attendance requirement without being granted an extension / late submission / deferral, no further work will be accepted.***

2.11 TRANSFER POLICY

Learners are permitted to transfer to another QQI course offered by the College, should they satisfy the enrolment requirements for that course and should a course be available at the time. If a Learner requests to be transferred to an alternative course within two months of initial enrolment, no charge will be incurred. However, should a Learner submit a transfer request outside of this two-month period an administration charge, equal to 20%, of the total course fee will be incurred.

Learners who have completed modules of their major award may be able to transfer such completed modules to another programme of their choosing. Please contact your Lecturer or the Academic Administrator for further details.





3. YOUR COURSE: GETTING STARTED

3.1 COURSE DURATION TIMESCALES

City Colleges have set start dates for classroom and blended online courses. Courses run throughout the year. Please see our website and course documentation for an up-to-date list of courses and start dates.

3.2 ENROLMENT & REGISTRATION

3.2.1 PROCEDURES FOR CLASS BASED COURSE:

1. Learners can apply to enrol on a course via our website enrolment form or over the phone. Learners will be required to provide relevant documentation, including supporting certification.
2. The Learner will receive an initial welcome email, which will contain, where required, a Garda vetting form (where applicable), DD mandate and available course details.
3. Learners will receive an email with information on how to login to the College's E-Learning Platform 'Moodle' and any final course amendments approximately 7 days prior to the start date of course.
4. In the event of the cancellation of the course, the Learner will be contacted by phone with follow-up email.
5. Any other late course adjustments, such as change of venue, will be communicated by email to the Learner.

Moodle is the College's online learning platform where a Learner can access course notes, timetable, assignment briefs and other relevant course information.

3.2.2 PROCEDURES FOR ONLINE BLENDED COURSES:

1. Learners can apply to enrol on a course via website enrolment form or over the phone. Learners will be required to provide relevant documentation, including supporting documentation.
2. The Learner will receive an initial welcome email, which will contain, where required, a Garda vetting form (where applicable), DD mandate and available course details.





3. Learners will receive an email with information on how to login to the College's E-Learning Platform 'Moodle' and any final course amendments approximately 7 days prior to start date of course.
4. In the event of the cancellation of the course, the Learner will be contacted by phone with follow-up email.
5. Any other late course adjustments, such as change of venue, will be communicated by email to the Learner.

3.3 REASONABLE ACCOMMODATION

City Colleges provides reasonable accommodations to enable Learners with specific learning needs to demonstrate their level of attainment in assessments. The grounds on which applications can be made include but are not limited to, the following:

- Learning Difficulty
- Hearing Difficulty
- Visual Difficulty
- Physical Difficulty
- Mental Health or Behavioural Difficulty

Learners are advised to inform the College of any requests for accommodations immediately after registration to ensure that appropriate resources can be put in place for them. The College will make every effort to try and accommodate the Learner's request. Further details on the accommodations available to Learners and the application process are listed in Appendix F.

3.4 COMPASSIONATE CONSIDERATION

If a Learner is prevented from undertaking a specific assessment activity or feel their performance is seriously impaired because of exceptional circumstances, a Learner can apply to defer the assessment i.e. to be allowed to complete the assessment activity on another occasion.

The following are examples of circumstances under which the College may consider giving compassionate consideration to the Learner:

- A physical injury or emotional trauma during a period four to six weeks previously
- A physical disability or chronic or disabling condition such as epilepsy, glandular fever, or other incapacitating illness of the Learner.





- Recent bereavement of close family member or friend
- Severe accident
- Domestic crisis
- Terminal illness of a close family member
- Other extenuating circumstances.

Any procedure in relation to compassionate consideration should require the Learner to provide appropriate evidence / documentation e.g. a statement from a medical practitioner.

Ideally, any extenuating circumstances should be notified to the College at the earliest possible opportunity.

The College will consider the severity of the circumstances, the nature of the assessment activity and the quality of past achievement of the Learner where appropriate in making the decision to grant compassionate consideration.

3.5 STATEMENT OF UNDERSTANDING

On commencement of a course with the College, the Statement of Understanding (Appendix A) must be signed by the Learner. On signing the Statement of Understanding you have confirmed that you have received, read and understand the information contained in this Learner Handbook. You agree to abide by The College's policies and understand that breaching these standards may result in disciplinary action up to and including termination from the programme.

3.6 ACCEPTANCE OF CONDITIONS

On commencement of a course with the College, The Acceptance of Conditions (Appendix B) must be signed by the Learner. There are three separate conditions which must be signed:

1. Plagiarism
2. Disciplinary Procedures
3. Confidentiality

By signing all three conditions you agree to abide by the College's policies.





3.7 CLASSROOM BASED COURSES

Classes take place at the timetabled periods notified to you via Moodle, depending on the course you are doing. Class times may vary. In the first class period, your Lecturer will provide you with an outline of class content, Moodle Instructions, discuss work experience (where applicable) and dates for submission of assignments.

3.8 BLENDED ONLINE LEARNING COURSES

The blended learning programme involves live and interactive webinars, pre-recorded sessions, moderated forums, classroom sessions, online group work etc. You will be provided with a full timetable which shows you how to structure your studies and highlights what you should do on a week-by-week basis. Your Lecturer will provide you with an outline of content, assignment briefs and dates for submission of assignments.

3.9 WEBINAR GUIDELINES

Webinars on the College's courses create a space where connections can be forged. First, connections can be forged between Learners and their Lecturer and second connections can be forged between the theoretical inputs from Lecturers, and the skills necessary to demonstrate this knowledge and understanding during assessments. Webinars are meant to build a bridge so that the knowledge gained during lectures can be clearly demonstrated during assessments. Webinars should provide a challenging but safe space for Learners. Their purpose is to provide a space for Learners to develop the necessary application of skills to enable them to complete their assignments while under the supervision of their Lecturer.

In order to create a healthy online learning context for everyone the following group rules should be adhered to:

1. Everyone's opinions should be respected.
2. Everyone should be given the chance to have their own word and the group should wait and support Learners who are struggling.
3. There should be an open section for Learner led contributions each week.
4. The webinars should be clearly structured.
5. Lecturers are responsible for providing clarity during webinars.





6. Learners are responsible for muting themselves if they are working in a noisy environment. Webinars challenge Learners to move from a place of not knowing how to complete a task to learning the skills they need to complete the assessment tasks. This requires focus, attention, concentration and self-regulation. Background noise interferes with Learner ability to focus, to pay attention, to concentrate and to self-regulate.
7. Finally, Lecturers request that if a Learner does not understand how to complete a task during a webinar and they don't wish to discuss this in their learning group, they should ask their Lecturer for clarity in private by email.

3.10 LECTURER SUPPORT

The College offers course support on all their programmes. There is a self-directed learning element to the programmes, which is supported by our Lecturers. Lecturer contact details for your specific programme(s) are available once you access your programme.

When contacting your Lecturer for support you should gather all your queries and ensure that you have shared all documentation and / or information that you need assistance with to hand. This allows for quicker and more informed support from your Lecturer. If you contact your Lecturer and they are not available they will reply to you at the earliest opportunity. Lecturers may be unavailable at short notice for on demand support for a number of reasons – supporting other Learners, meetings, webinars, grading of assignments and other project work.

Scheduled opportunities for Learners to see the Lecturer on a one-to-one basis will be made available during the course, if required.

Before a Learner contacts their Lecturer, they should ensure that they have read all the information given in the:

- Learner Handbook
- Moodle

3.11 COMPLAINTS / GRIEVANCES

The College is committed to ensure that any complaints or grievances will be treated fairly, impartially, effectively and in a timely manner. Complaints / grievance procedures cover a range of issues including: admissions, programme and examinations.





- Where feasible complaints may be resolved informally.
- All written complaints must be directed to the Academic Administrator.
- On receipt of a complaint, the Academic Administrator will contact the complainant and acknowledge receipt of the complaint.
- Complete grievance procedure details are listed in the Quality Manual Section 7.5.
- The complainant will be informed that an investigation into the nature of the complaint will be carried out, and that the complainant will be informed of the outcome of the investigation within 10 working days.
- The complainant will be contacted on completion of the investigation and informed of the outcome, and any corrective action that may be taken.

3.12 LEARNER APPEALS PROCEDURE

Learner appeals procedure can be invoked following the release of a learners result from a module assessment or assignment.

The complete appeals procedure is detailed in Section 10 of this document.

3.13 GUIDELINES ON DISCIPLINARY PROCEDURE

College Discipline

On enrolment, the Learner subscribes to the regulations of the College and is bound to observe them. All procedures for disciplinary processes are detailed in the Quality Manual, Section 7.13.3, Student Code of Conduct. A Learner who fails to meet the required standards of the programme in any of the following areas may be subject to the regulations detailed in the relevant section of the Quality Manual:

- Class (and Work Experience where relevant) behaviour
- Discipline
- Assignment work
- Class (and work experience, where relevant) attendance
- Respect for others attending the programme
- Threatening behaviour towards another Learner or a Lecturer
- Breach of Assessment and Examination regulations





At Student Orientation, a member of staff will explain the rules, regulations, disciplinary procedures and related matters. Learners will be required to sign a declaration of understanding of the college rules and regulations. This signed declaration will be kept in the Learner's file.

The College reserves the right to withdraw a Learner from the course.

Section 7.13 of the Quality Manual contains detailed explanation of disciplinary procedures.

4. RECOGNITION OF PRIOR LEARNING

Recognition of prior learning (RPL) is a method of assessment, which may allow Learners to gain formal recognition for knowledge, skills and competence that they already have.

RPL requires the Learner to provide evidence of prior learning, whether it is certified or experiential learning.

It may be sufficient for the Learner to provide copies of appropriate certificates, or there may be a self-assessment exercise where the Learner may be required to prepare a portfolio of appropriate evidence of learning. Prior learning may be acquired in any of the following ways:

- Accredited learning: learning that has taken place in a formal learning environment, which has resulted in a qualification or certification. It might include a course or part of a course, which you have completed, which is linked to the National Framework of Qualifications (NFQ).
- Non-accredited learning: learning that was intentional but has not resulted in formal certification such as work-based training or education courses. This is learning which may have been assessed but is not included in the National Framework of Qualifications (NFQ), for example, professional certification programmes.
- Informal or experiential learning: learning through work and life experiences. It is often learning that is unintentional and the Learner may not have recognised at the time that it contributed to his or her knowledge, skills and competence.

4.1 WHEN TO APPLY FOR AN EXEMPTION THROUGH RPL?

- Recognition of prior learning can be sought if the Learner is working towards a QQI major award.
- An application for RPL must be made at the point of application for a programme(s) (Appendix G, H)





- It is the responsibility of each Learner to ensure that all the relevant documents are forwarded to the College. Verbal communication of prior learning is not sufficient.
- All Learner requests will be considered on a case-by-case basis by the College and facilitated where it will provide the Learner with an equal opportunity to complete the assessment.
- Components on QQI programmes which are achieved through exemption are graded 'Exempt' on the Learner's QQI transcript and are 'neutral' in the calculation of grades. This means that they won't be considered in determining whether the Learner achieves a pass, merit, or distinction in their final award.

5. ASSESSMENT

In order to demonstrate that Learners have reached the standards of knowledge, skill and competence identified in all the learning outcomes, Learners are required to complete assessment(s). The assessments for programmes offered can use one or more of the following assessment techniques:

- Assignment
- Portfolio of work
- Project
- Learner Record
- Skills Demonstration
- Examination (Theory)
- Case Study
- Supervisor's Report

5.1 WHAT IS AN ASSESSMENT BRIEF?

An Assessment Brief is a set of written instructions outlining what the Learner is required to do for each assessment. It should outline the evidence expected, how the assessment will be marked and the deadline for completion. You will receive a brief for every assignment, project, portfolio, skills demonstration or Learner record that you are asked to complete.

5.2.7 COMPLETING ASSESSMENTS

The easiest way to gain high marks is to:

- Carefully read the assignment and make sure you understand what is being asked.





- Select Relevant Material: This will generally come from your notes and from recommended textbooks. Don't just pick up a book and start reading; survey suggested texts and try to pick out those pages or chapters that contain relevant information.
- Draw up a plan: This will contain the key points that you wish to include. Try to focus on:
 - an introduction
 - a main body of discussion
 - a conclusion

5.2.8 SUBMITTING ASSIGNMENTS

It is the responsibility of the Learner to ensure that they submit assignments, in full, on the submission date. This includes all sections of the assignment outlined in the assessment brief, recordings, posters and other types of submissions.

6.1 DECLARATION OF AUTHORSHIP

All coursework submitted must include an authorship statement sheet for each piece of work submitted (i.e. assignment, project, skills demonstration, etc.) which must be signed and dated electronically. This sheet is included with the assessment brief.

6.2 REQUIRED FORMAT FOR ASSIGNMENTS

All assignments, if typed must be submitted via the online Moodle portal in the following format:

- Times New Roman/Arial/Calibri typeface
- Font size 11/12 point
- 1.5 line spacing
- Adequate paragraphs
- Adequate grammar
- Spell checked
- Academically written
- Numbered pages
- Learner Name to be displayed in the “footer” of each page.
- Cover page signed and dated
- Reference List.
- Harvard Referencing Style must be used at all times

You should also include with your submission;





- Authorship Statement

6.3 PLAGIARISM

Plagiarism: to steal and pass off (the ideas or words of another) as one's own: use (a created production) without crediting the source: to commit literary theft: present as new and original an idea or product derived from an existing source.

Learners are required to adhere to regulations in respect of plagiarism detailed in the Quality Manual, Section 8.27.1.

As a College Learner you are expected to have your own ideas, to read information and explain it in your words. If you complete an assignment by copying material, you are not showing that you understand something. All that you show is that you can only repeat what the textbook or course notes say. This does not show that you understand.

City Colleges take plagiarism very seriously. It is unacceptable to copy something out of a book, newspaper, journal, internet, or any other printed source. The most blatant example of this is to directly copy something word for word. It does not matter if it is only a phrase. If it is not yours, either, do not use it or place it in quotes and reference it. The College uses the Harvard referencing system for this degree. You will find guidelines on how to reference using the relevant referencing System on your Moodle course page.

Learners must sign a Plagiarism Declaration on commencement of their course – See Appendix B

6.6 HOW TO SUBMIT YOUR ASSIGNMENT

- Learners completing modules will submit their assignment via Moodle on or before the submission date and time
- Lecturers will correct and provisionally grade the Learner's submission within two weeks of assessment submission

6.7 RETURN OF COURSEWORK

The College does not return course assignments, portfolios, examination scripts, disks, USBs, to Learner's after the course. It is the responsibility of the Learner to keep a copy of all work submitted





to the College. After certification and the appeals process, all assessments are disposed of in line with college data policy and GDPR protocols.

6.8 LATE SUBMISSIONS AND ASSESSMENT EXTENSIONS

1. A request for an extension must be submitted to the Programme Leader or Registrar.
2. A request for an extension will result in no penalty being applied where the conditions of the extension are met.
3. Extensions will only normally be granted for a period of seven calendar days, and normally only once for that component of the module.
4. Extensions are only considered in the context of exceptional circumstances outlined in the Quality Manual
5. Regulations related to late submissions are detailed in the Quality Manual, Section 8.9

7. EXAMINATIONS

7.1 EXAMINATIONS

The assessment of participants and the integrity of our examination process are of great importance to the College. All Learners must abide by the following guidelines:

- Learners must carefully note the date, time and location of all written examinations.
- Learners are required to be in the examination centre 10 minutes prior to the commencement of the examination.
- Learners will not be admitted to the examination centre later than 30 minutes after the commencement of the exam.
- Learners will not be allowed to leave the examination centre until after 30 minutes from the commencement of the exam.
- Each Learner must sign the appropriate sign in sheet for his / her group for each examination.
- Mobile phones must be switched off before the examination commences.
- Please ensure that you have the correct examination paper before you commence. If not; please notify the invigilator straight away.
- Please read all instructions on the examination carefully.
- Learners shall not have in their possession or bring the following into the exam:
 - Dictionaries
 - Communication devices





- Books, notes or paper – all paper will be provided
- Pencil cases
- During the exam, Learners must not communicate with or attempt to communicate with any other candidate.
- No Learner shall aid, attempt to aid, pass or receive materials to or from another Learner, or obtain/attempt to obtain assistance from another.
- A Learner whose behaviour is disruptive and who persists in such a behaviour following a warning shall be expelled by the invigilator from the exam. In such circumstances, all material issued to the Learner shall be retained by the invigilator.
- Retention of any unauthorised material shall be taken as constituting evidence of infringement of the regulations and shall be reported by the invigilator to the College, where appropriate disciplinary action shall be taken.
- A participant who leaves the exam during any period of the exam without the permission of the invigilator shall not be readmitted during that exam. The invigilator shall record any such event.
- At the conclusion of the exam, Learners should stop writing immediately and give all answer materials to the examiner.

7.2 EXAMINATION DEFERRAL

If a Learner wishes to defer an in-house examination, the Learner is required to email the College at least 3 working days prior to the scheduled examination date. The deferral application will be considered by the Registrar in consultation with the Programme Leader, provided that the application meets the criteria for extenuating or mitigating circumstances. The College will consider extenuating circumstances for a Learner having to defer an examination as below:

- Recent bereavement of a close family member or partner
- Severe accident
- Medical condition
- Other, please contact the College

7.3 FEEDBACK ON YOUR EXAMINATIONS

- The College is committed to providing timely and constructive feedback to Learners.
- Feedback is provided to Learners on a module by module basis.
- This feedback is communicated to the Learner by email or via the Moodle portal.





8.1 GRADING OF MAJOR AWARDS

A learner's major award is verified through the QQI Business System (QBS). The verification process will take place at the end of each academic year. A learner's overall major award will be determined by a weighted average from the component parts of their programme. A learner can achieve a grade of Pass, Merit or Distinction for each component. A component can also be achieved by exemption.

For the purpose of calculating the weighted average, a numerical value is applied to each of the grade classifications: Pass (1), Merit (2) and a Distinction (3). For any component gained by exemption a value of 1 is applied i.e. it is treated as if a Pass. The weighted average is calculated by the sum of the products of each component's credit value and grade value divided by the total value of the award. The following rules will apply in calculating the weighted average grade:

- The weighted average will be calculated to two decimal places and then rounded to the nearest whole number, i.e.
 - o Averages of 1.50 and 2.50 upwards are interpreted as Merit or Distinction respectively
 - o Averages of 1.49 and 2.49 downwards are interpreted as Pass or Merit respectively.
- The whole number is then translated back to the appropriate grade for the award, i.e. 1 = Pass, 2 = Merit, 3 = Distinction.

9.2 ISSUING OF RESULTS

The breakdown of grades awarded are as follows:

Grade

First: 70- 100%

Second Class Honours, First Grade: 60 - 69%

Second Class Honours, Second Grade: 50 - 59%

Third Class Honours: 40-49%

Fail: 0-39%





DNP: candidates entered who did not present for assessment

9.2.1 RESULTS PROCESS

Corrected assessments and examinations must go through a number of verification processes before results are finalised. Please see the process below:

Stage 1: Provisional Results issued by Lecturer following grading.

Stage 2: Internal Verification (carried out internally by the College)

Stage 3: External Authentication (External Examiner)

Stage 4: Final statement of results issued to Learner with the option to appeal and will include details on how to appeal a result if desired.

(Please note, this preliminary grade may be subject to change during stage 2, 3 and 4)

9.3 QQI PARCHMENT

- The College will issue awarded parchments to Learners by post or in person.
- It is the responsibility of the Learner to ensure that College has their most recent and up to-date address. The Learner is required to email the College confirming their new address.
- Parchments will only be posted to Learners who have their account paid in full. If an account is not up-to-date, the parchment will be withheld until such a time the account is paid in full.

10. REPEATING ASSESSMENTS AND EXAMINATIONS

The College will allow Learners to repeat assessments and examinations under certain conditions, detailed in the Quality Manual.

10.1 CAN I REPEAT AN ASSESSMENT OR EXAMINATION?

The College will only allow Learners to repeat on the grounds of failure, subject to Quality Manual regulations. Learners are not permitted to repeat on the grounds of trying to achieve a higher grade. In the event of failure in any component, the Academic Administrator will notify the student of relevant regulations.





- Learners are permitted to repeat an examination or assessment up to three times, in circumstances where they have failed a written examination or assessment in line with our Quality Manual Section 8.12.
- For resubmitted assessments or retaken examinations, the highest grade awarded for that component shall be 40%.
- A repeat fee must be paid before a resit of an examination or a resubmission of an assessment.
- The College will not normally facilitate a succeeding failure and the Learner may be deemed unsuitable for the programme.

10.2 APPEALING RESULTS

1. Lecturers are required to give the Learner provisional results within two weeks of assessment submission or examination completion.
2. Following receipt of assessment / module grades from the Lecturer, a Learner has a period of ten working days from the distribution of results to query or appeal the result (using the form attached in Appendix I).
3. Students should approach the Module Leader initially informally to discuss the matter.
4. Any formal appeal must be directed to the Registrar.
5. The Registrar will allow a subject matter expert to review the assessment and will call a meeting of the Appeals Committee.
6. After review, the Learner will be notified by the Registrar if the appeal has been accepted or rejected.
7. Students may avail of the Appeals Process prior to and after the Examination Board is held.
8. Appeals may be made up to ten working days after the Examination Board is held.





APPENDICES





12. APPENDIX A - STATEMENT OF UNDERSTANDING

I, (insert name here) _____ hereby acknowledge and declare that:

I have received, read and understood the information contained in this Learner Handbook:

I agree to abide by City Colleges' policies and understand that breaching these standards may result in disciplinary action up to and including termination from the programme.

Signed: _____

Date: _____





13. APPENDIX B - ACCEPTANCE OF CONDITIONS

PLAGIARISM

I have read and understand what plagiarism is, and accept that all work completed during this course must be my own work.

Learner's signature _____

DISCIPLINARY PROCEDURES

I understand and agree to abide by City Colleges's disciplinary procedure.

Learner's signature _____

CONFIDENTIALITY

I understand the meaning and importance of confidentiality regarding information about individuals in my own work placement. I understand that information acquired or discussed within the placement itself may, on occasion, be relevant for sharing in my course work or in a lecture situation. However, it is clear that this information belongs only to these two environments and is not to be discussed with fellow Learners, family or friends outside of the work placement or lecture room.

Learner's signature _____





14. APPENDIX C – ASSESSMENT EXTENSION REQUEST FORM

PLEASE READ THE FOLLOWING NOTES BEFORE COMPLETING THE EXTENSION REQUEST FORM.

This form needs to be completed in full if you wish to request an extension.

We will endeavour to facilitate all requests; however, extensions are provided at the sole discretion of the College. Please note in all cases, this is subject to the continued availability of the course and where course content or assessments have not been changed or updated.

EXTENSION REQUEST FORM

Name:
Address:
Contact No:
Email Address:

Programme Details
Programme Enrolled On:
Start Date of Programme:
Extension Option:
Reason for Extension:

Declaration: I confirm that all information contained in this form is true and accurate.

Signed: _____ Date: _____





Office use only

Extension granted: Yes No

If no, reason(s) why,

Signed: _____ Date: _____





15. APPENDIX D – DEFERRAL REQUEST FORM

PLEASE READ THE FOLLOWING NOTES BEFORE COMPLETING THE DEFERRAL REQUEST FORM.

This form needs to be completed in full if you wish to request a course deferral.

We will endeavour to facilitate all requests; however, deferrals are provided at the sole discretion of the College. Please note in all cases, this is subject to the continued availability of the course and where course content or assessments have not been changed or updated.

Documentation supporting your deferral request should also be included.

A deferral fee of **€100** applies to all Learners deferring. This fee can be paid by debit/credit card over the phone or in person. If the fee is not received your deferral will not be processed.

If a deferral is permitted, your course will be paused for up to a maximum of 12 months. A deferral request can be accommodated on one occasion only.

Easy Payment Plans will remain in place during the deferral periods. Payments will not pause.

Please Note: *Deferral Request forms can be submitted by email to the Academic Department.*

DEFERRAL REQUEST FORM

Name:
Address:
Contact No:
Email Address:

Programme Details
Programme Enrolled On:
Start Date of Programme:
No. of Assignments Submitted to Date:





Reason for Deferral:

Declaration: I confirm that all information contained in this form is true and accurate.

Signed: _____ Date: _____

Office use only

Deferral granted: Yes No

If no, reason(s) why,

Signed: _____ Date: _____





16. APPENDIX F - APPLYING FOR REASONABLE ACCOMMODATIONS

The College is committed to ensuring that our assessment practices facilitate equality and the diversity of our Learners' needs. It is the responsibility of Learners to inform either their Lecturer or the College's administration staff, of any special requirements immediately after registration to enable extra supports to be put in place for them. The College provides reasonable accommodations for Learners with a disability or learning difficulty, including but not limited to, the following:

- Learning Difficulty
- Hearing Difficulty
- Visual Difficulty
- Physical Difficulty
- Mental Health or Behavioural Difficulty

Learners are required to complete the Application for Reasonable Accommodations form below and return this to the College, along with a letter from their doctor or relevant professional, to confirm their need for an accommodation(s). Upon receipt of this information and where possible, the College will try and provide one or a combination of the following accommodations:

- **Physical Access:** The College will ensure that all examination venues are fully accessible to all our Learners. A venue checklist is completed by each centre to ensure that the premises is wheelchair accessible, contains an audio loop system for Learners that may have a hearing impairment, spacious rooms, clear signages, etc.
- **Scribes / Readers:** If required, Learners may be provided with a Scribe and / or Reader to facilitate their completion of the written examination.
- **Additional Time:** If it is deemed necessary for Learners to complete the assessment, additional time may be allocated to the Learner.
- **Sign Language Interpreters:** Sign language interpreters, chosen by the centre, are available to the Learners upon request.
- **Format of Examination Papers:** The format of the examination papers may be adapted to satisfy the needs of specific Learners e.g. dyslexia
- All other Learner requests will be considered on a case-by-case basis and facilitated where it will provide the Learner with an equal opportunity to complete the assessment.

Please note: There may be an additional fee for some of the above accommodations





APPLICATION FOR REASONABLE ACCOMMODATION	
Name:	
Address:	
Date of Birth:	
Contact No:	
Email Address:	
Course Name and Code:	

DETAILS OF ACCOMMODATION(S) REQUESTED (PLEASE TICK AS APPROPRIATE)	
Additional Time	
Scribe	
Sign Language Interpreter	
Large Font	
Use of a word processor/recording device	
Waiver from the assessment of spelling, grammar and punctuation	
Other (please specify)	

Please detail the reason why accommodation(s) are required:





A letter from your doctor or medical professional to confirm the need for the accommodation(s) specified above should be submitted with this application.

Declaration: I confirm that all information contained in this form is true and accurate.

Signed: _____ Date: _____

Office Use Only:

Accommodation Granted:

Accommodation Refused:

Medical Evidence Presented: Yes No

All relevant people notified (list):

Signed: _____ Date: _____





17. APPENDIX G - RECOGNITION OF PRIOR CERTIFIED LEARNING (RPL)

Recognition of Prior Learning (RPL) is the process by which prior learning – accredited, non-accredited or experiential is formally identified, assessed and acknowledged. RPL can be sought if the Learner is working towards a QQI major award. Where it is considered appropriate, RPL may be used to gain:

- an exemption from a programme module, or number of modules
- entry to a programme where the applicant may not meet the standard entry requirements
- advanced entry to a programme
- transfer between programmes
- Claiming an exemption is a procedure carried out at provider level when entering candidates for certification.
- An application for RPL must be made when the Learner applies for a programme(s).

COMMON AWARD SYSTEM (CAS) EXEMPTIONS:

An exemption can only be claimed for a Learner who:

- holds an existing component which is referenced to one of the Common Award System (CAS) components
- is applying for a major award or special purpose award

5 Year Rule

- From January 2016, only those awards which are no more than five years old at the time the exemption is sought, may be used to claim an exemption. Deadlines will apply in respect to this 5 year rule. It may occur that a Learner will need to repeat a module or modules.

EXEMPTION FOR A NON-CAS MODULE QQI

- recognises awards previously awarded by FETAC. Some of these awards are mapped to CAS components and can be used to claim exemptions. All non-CAS modules begin with a letter followed by a 5-digit number (e.g. W20008, G20001 or D20165, etc). All CAS modules begin with a 5N or 6N followed by a 4-digit number (e.g. 5N0690, 6N1933, etc). Any module beginning with a 5N is a QQI level 5 programme and any module beginning with a 6N is a QQI level 6 programme.





- Listings of components which can be used to claim exemptions are available via:
<https://qhelp.qqi.ie/providers/certification-queries/common-awardsystem-cas-exemptions/>
- Learners who have prior completion of a QQI module which is relevant to the major award they are working towards, must notify the College of the prior completion of the module(s).
- Learners are required to forward a cover email or letter to the College indicating their prior learning, along with a copy of the QQI certificate(s) and final statement of results (if available).
- The College will mark these on the Learner's file and will contact the Learner by email to confirm receipt or if they consider there to be any issues in connection to the certificate(s) received
- Learners are required to forward a completed RPL Application form along with a certified copy of their certificate(s) to the College. (i.e. copy of certificate must be signed and stamped at local Garda station).
- The application form and the certificate(s) will be reviewed internally, and the outcome is confirmed to the Learner by email.
- Any Learner who does not meet the deadlines as per the five-year rule on any non-CAS module(s) will need to re-sit the module(s) again and may incur a fee.
- The College will set deadlines to have all assessments completed and submitted for each of the certification periods and if the Learner does not meet these deadlines it may delay the certification process.
- The College will not be held responsible for any delay in Learners receiving their awards due to deadlines for the use of non-CAS modules not being adhered to and subsequently leading to the learning having to resit a module or modules.
- CAS components achieved by exemption will be neutral in the calculation of the grade within the compound award.
- Components achieved through exemption will be graded as 'Exempt' on a transcript. As the transcript displays the Learner's entire FET award history, the original component used to achieve the exemption will also show on the transcript, with the relevant grade and date awarded.

EXEMPTION FROM A MODULE(S) WHERE A LEARNER HOLDS A DEGREE





- If a Learner holds a non-QQI award (i.e. degree in Childcare, Social Studies, Nursing, etc) and feels that they may have covered one or more of the mandatory or elective modules as part of their degree, they may be exempt from completing a module(s) of their Major award.
- Learners are required to forward a completed RPL application form, along with a certified copy of their degree to the College (i.e. copy of certificate must be signed and stamped at local Garda station to confirm it is a true copy).
- Any Learner who holds a foreign qualification must get a recognized translation company to translate, stamp and date the translation.
- In addition, the Learner will also be required to forward a transcript of their results for each year. The Learner may need to contact the college they completed the degree with to get this information. It is not sufficient for the Learner to write the modules completed out on a piece of paper, they must be submitted on a formal document from the awarding college.
- On receipt of the requested documents, any application for exemptions is reviewed internally.
- The reviewer may require the Learner to complete a learning outcome document for each module exemption being sought. In this case, the Learner will be notified and will be asked to forward the requested document back to the College within a specific timeframe.
- This process can take between 6-8 weeks from the date of receipt of the application form and all requested documents.

Important: Please, do not send in an application without all the requested documentation. The application will become null and void if all is not received and the Learner will be notified of the same.





APPLICATION FOR RECOGNITION OF PRIOR CERTIFIED LEARNING	
Name:	
Address:	
Date of Birth:	
Contact No:	
Email Address:	
Title and Code of Major Award you are completing:	

Education History (starting with the most recent)				
Institution:				
Programme Title:				
Duration:		NFQ Level:		Yr of Award:

Institution:				
Programme Title:				
Duration:		NFQ Level:		Yr of Award:

Institution:				
Programme Title:				
Duration:		NFQ Level:		Yr of Award:





Details of prior learning and the equivalent module:

Prior Certified Learning					Equivalent to	
NFQ Level	Module Title	Module Code	Date on Cert	→	Module Title	Module Code
				→		
				→		
				→		
				→		
				→		
				→		
				→		

You are required to forward a certified copy of each certificate in your request for an exemption

Declaration: I confirm that all information contained in this form is true and accurate.

Signed: _____ Date: _____

Office use only

Are the exemptions accepted: Yes No

If no, reason why,





Signed: _____ Date: _____

18. APPENDIX H - RECOGNITION OF PRIOR EXPERIENTIAL LEARNING

EXEMPTION FROM A MODULE(S) WHEN A LEARNER HAS EXPERIENTIAL LEARNING

1. An application for RPL based on experiential learning can be made through the means of a structured portfolio.
2. This portfolio is a collection of information and documents to show evidence of learning.
3. It is essential that the Learner has significant relevant learning from work or life experiences to support the application.
4. It is important that the Learner understands that there is a substantial amount of work associated with collecting and collating the relevant information to put the portfolio together.
5. Learners are required to submit a completed RPL application form (below), along with their portfolio to the College.
6. This portfolio will be examinable, and it will be assessed by internal and external parties.
7. A separate portfolio must be completed for each exemption being sought.

Learners must provide the following information in their application:

Personal Details and Programme Details

Learner will provide the following details:

Name

Contact number

Email address

PPS Number

DOB

Title of major award completing

Code of major award completing

Education History





The Learner will provide all educational history, starting with the most recent and will be required to supply the following details:

Institution / College

Programme title

Duration

NFQ Level

Year of Award

The Learner can adapt the provided template if their educational history exceeds the space provided.

Employment History

This section is to include current and past employment (starting with the most recent).

The Learner will need to provide the following details:

Employer

Type of employment (i.e. self employed, employee, etc)

Position Held

Year from and year to

Detailed description of tasks and responsibilities

The next section will need to be copied to match the number of learning outcomes associated with the module.

Module Title & Code the Learner is applying for an exemption

This will be the precise name and code of the module the Learner is applying to be exempt from based on experiential learning.

Learning Outcome(s)

A learning outcome is the knowledge and skills that Learners will have achieved on successful completion of a module. The learning outcomes





are available from the module component specification.

Learning Experience

The Learner must provide a response to each learning outcome. The Learner must provide a clear description and focus on how their work experience matches that of each outcome.

Begin with a general response. Use one or two specific examples of how you meet the learning outcome. The answer must reflect the specific subject area

Evidence

The Learner must provide verification that the learning really took place. The Learner must list all the evidence to support the application. Documented evidence is also required.

Declaration of Learner

The Learner must sign to confirm that the information supplied is true and accurate and that they are fully aware that the content is examinable and that they may be called for an interview to discuss the content provided.





APPLICATION FORM APPLYING FOR RECOGNITION OF PRIOR EXPERIENTIAL LEARNING	
Name:	
Address:	
Date of Birth:	
Contact No:	
Email Address:	
Title and Code of Major Award you are completing:	

Education History (Starting with the most recent)

Institution:					
Programme Title:					
Duration:		NFQ Level:		Yr of Award:	

Institution:					
Programme Title:					
Duration:		NFQ Level:		Yr of Award:	

Institution:					
Programme Title:					
Duration:		NFQ Level:		Yr of Award:	





Institution:					
Programme Title:					
Duration:		NFQ Level:		Yr of Award:	

Employer:					
Type of Employment:					
Position Held:		From:		To:	
Tasks & Responsibilities					

Employer:					
Type of Employment:					
Position Held:		From:		To:	
Tasks & Responsibilities					





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Employer:					
Type of Employment:					
Position Held:		From:		To:	
Tasks & Responsibilities					

Details of prior Experiential Learning – Your application for Prior Experiential Learning must be supported by a portfolio of evidence. You may have to attend an interview based on your submitted portfolio. The form below must be completed for each Learning Outcome. **Forms that are not comprehensive enough and have not got the required evidence will not be accepted**

Module Title Applying for an Exemption for	Module Code
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Learning Outcome





Learning Experience

Evidence

Declaration of Applicant:

I confirm all details provided above are accurate and true. I am fully aware that the content is examinable and that I may be called for an interview to discuss the content I have supplied.

Signed: _____ **Date:** _____

Office use only

Are the above exemptions accepted: Yes No

If no, reason(s) why,







19. APPENDIX I - ASSESSMENT / EXAMINATION RESULTS APPEAL FORM

Personal Information

Name: _____

Module: _____

Code: _____

Result: _____

Reason for appeal: _____

Office Use Only

Date Appeal received: _____

Received by: _____

How appeal Received: by writing

by email

Process

Please attach written confirmation of appeal to this for

Evidence of scripts will be sent to a second Lecturer for recheck

Learner made aware of the outcome

Appeal Outcome

Successful

Unsuccessful





Reason successful / unsuccessful

Signed: _____ **Date:** _____

