



**lmetb**  
*Bord Oideachais agus  
Oiliúna Lú agus na Mí*  
Louth and Meath Education  
and Training Board

# LMETB Robotics and Automation RAA Candidate Apprentice Charter & Support Policy 2024

Arna chomhchistiú ag Rialtas na hÉireann agus ag an Aontas Eorpach Co-funded by the Government of Ireland and the European Union.



**AONTAS EORPACH**  
Ag infheistiú i do dhán  
Ciste Sóisialta na hEorpa

**SOLAS**  
learning works



**Rialtas na hÉireann**  
Government of Ireland

## **Louth Meath Education and Training Board Learner Charter**

Louth Meath Education and Training Board plays a leading role in the provision of high-quality education and training in Louth and Meath. The authority achieves this by transforming the lives of our students, our learners, our communities, and the social and economic prosperity of the region through responding to student/learner, community and enterprise needs.

### **WHAT YOU CAN EXPECT FROM LOUTH AND MEATH EDUCATION AND TRAINING BOARD**

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Louth Meath Education and Training Board is committed to providing you, as a Further Education and Training learner, with the highest quality of learning experiences and outcomes. The ETB undertakes to pursue excellence in the manner with which it engages and communicates with you throughout your learning experience. This Further Education and Training Learner Charter sets out our values and provides a framework that allows you, other learners, our staff and learning practitioners to know and understand their respective responsibilities. It is based on the principle of collaboration and co-operation between FET learners, [work placement providers](#) and staff. It outlines: what you may expect from us; what the ETB expects from you.

## LEARNER ENTITLEMENTS

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- What you as a learner can expect from the ETB BEFORE YOU ENROL You have a right to expect up-to-date and accurate information to help you to make informed choices about learning opportunities. We will give you information about enrolment procedures and entry requirements for each programme/course/apprenticeship programme. We will also give you information on: Programme/course content and induction
- Supports
- Awards
- Attendance
- Assessment
- How to progress to other programmes/courses
- Information about Recognition of Prior Learning,
- What data we collect as part of the enrolment process, who this is shared with and why

Your responsibilities in relation to all these issues are set out in the ETB's FET Learner Policies and in your Learner Handbook where available.

## THE LEARNING EXPERIENCE

Your learning experience will be focused on your needs in order to help you secure the best outcome, both personal and employment-related. We provide committed staff and a quality learning experience that is appropriately resourced and planned. We commit to providing quality-assured learning opportunities in accordance with our Quality Assurance Policies and Procedures.

## **WE HAVE EXCELLENT RESOURCES**

You can expect a learning environment that:

- Has relevant and up-to-date resources
- Makes the best use of technology, where possible

## **WE TREAT EVERYONE EQUALLY AND RESPECT DIVERSITY**

Our environment is open, inclusive, ethical, and safe. We do not discriminate on the grounds of:

- Gender
- Civil status
- Family status
- Sexual orientation
- Religion
- Age
- Disability
- Membership of the Traveller Community
- Race
- Socio economic status

## **WE PROVIDE A QUALITY SERVICE**

Our teaching, administration, and facilities staff will recognise you as an equal member of the learning community and treat you with courtesy, dignity, and respect. They will provide you with an

efficient and helpful service. They will keep your learner profile, course details, and assessment records accurate, up-to-date and secure. Relevant staff will respond promptly to any queries or requests that you may have. You will be able to discuss with a relevant staff member any issues or problems that may arise during your course, including teaching or course assessments.

### **WE PROVIDE QUALITY LEARNING ENVIRONMENTS**

Our premises meet occupational and safety standards. We provide, where possible, access for people with disabilities and others with specific needs. A suite of Learner Supports has been put in place to assist you on your learning journey.

### **HOW TO COMMUNICATE YOUR VIEWS AND ANY COMPLAINTS**

We provide a fair, effective, and learner-centred procedure to deal with formal complaints. We provide access to an independent and learner-centred process for handling appeals relating to assessment. We provide a fair, effective, and learner-centred procedure to deal with learner discipline. We will treat all communications with us confidentially and with sensitivity. We will not share your personal information with any third party without your acknowledgment, in compliance with EU General Data Protection Regulations. If you have questions, queries, complaints, or feedback that you would like to discuss or bring to our attention you can contact the relevant programme/course manager. This includes Principal, Deputy Principal, Provision Co-ordinator, Training Centre Manager, Assistant Training Centre Manager, or other person designated by Limerick and Clare Education and Training Board. Please read the relevant FET Learner Policies and your Learner Handbook where available. These set out the ETB's policies and procedures and provide more information.

## **LEARNER FEEDBACK AND ENGAGEMENT**

We welcome your feedback and engagement. The ETB offers FET learners the opportunity to provide formal feedback. You have the right to be treated as equal in determining your educational and learning needs. We are committed to listening to the learner voice in order to support you to actively plan and review your learning.

## **WE HAVE STRUCTURES IN PLACE TO CONSULT WITH YOU**

We are committed to providing a structured approach to consulting with you in relation to the development, delivery and review of services, as well as evaluation of our service delivery. You can give us feedback through end-of-course evaluations, as well as at regular intervals throughout your course. We will use your feedback wherever possible to help us improve our service. We will use your feedback when we are reviewing policies and planning new developments.

## **WE INVOLVE LEARNERS IN DECISION MAKING**

The ETB also commits to the creation of clear systems for learner representation through regular learner feedback and/or local class representative structures. The Learner Voice Network is a representative group for learners in LMETB's Further Education and Training Service. The network gives learners the opportunity to have their voices heard and turn ideas into action. Learners from FET courses [and apprenticeship programmes](#) in LMETB are welcome to join, whether full-time or part-time, centre based or community based.

## **WE PROVIDE COURSE INFORMATION IN DIFFERENT FORMATS**

The ETB commits to providing you with course information in a range of formats, including here on our website.

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## LEARNER RESPONSIBILITIES

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### What the ETB expects from you the learner

As an enrolled learner on one of our programmes/courses, we expect you to:

- Take responsibility for your learning, be self-motivated and engage with your programme of study
- Attend punctually all classes and timetabled meetings related to your programme/course and participate actively in them
- Participate and contribute to group work
- Provide constructive feedback on your programme of study to the ETB
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We expect you to be familiar and comply with ETB FET policies, procedures, rules and regulations, as set out in FET Learner Policies and your Campus Handbook, where available. We also expect you to be pro-active in connecting with the ETB and in obtaining information relevant to your course. Please complete all registration documentation on time and comply with registration requirements dictated by your course.

### COPYRIGHT

You must comply with copyright regulations on the use of hard copy and electronic resources.

## **COURSEWORK**

We expect you to submit all your coursework and assessments on time, using the systems provided, and in accordance with the ETB's FET Assessment Policies, as set out in FET Learner Policies and your Learner Handbook, where available. When you submit your coursework, we expect you to exercise integrity and honesty and ensure the work is your own and not plagiarised. You must state the work is your own.

## **EXAMS**

You must follow the regulations relating to conduct during examinations, as set out in FET Learner Policies and your Learner Handbook, where available.

## **TELL US IF THERE IS AN ISSUE**

We expect you to inform relevant staff of any issues that may affect your ability to fully participate in your programme/course. Please use the mechanisms we provide to appeal decisions, make complaints or seek information. You should provide full and accurate information and respect the integrity and confidentiality of the systems in place.

## **STAFF AND LEARNER COMMUNITY**

You must respect the role of all ETB staff and engage with them in a constructive way. Please respond in a timely way to all communications. You must behave with respect and honesty towards all members of the ETB learning community, treating everyone equally and inclusively. You should not behave in a way that affects the physical or emotional wellbeing, safety, rights or dignity of other learners or staff. Do not make a false or malicious complaint or allegation against another learner or member of staff.





## RESPECT OUR PREMISES

You must:

- Use the facilities and resources of the ETB with respect
- Consider all other users
- Respect the physical environment

Page | 9

## INTERNET USAGE AND DIGITAL DEVICES POLICIES

You must follow the ETB Acceptable Usage Policy and do not download offensive or inappropriate material on ETB equipment. You must not send or circulate emails or attachments that are pornographic, obscene, contain abusive or defamatory messages or cause offence. You must follow the ETB Acceptable Usage Policy in the learning environment, including, but not limited to, mobile phones, smartwatches, laptops, iPads, tablets etc.

## FEEDBACK AND EVALUATION

We welcome constructive feedback on your learning experiences, materials and facilities through end-of-course evaluations.

## Terms and Conditions

The expectations expressed here, for both Louth Meath Education and Training Board and Further Education and Training learners, are not intended to be an exhaustive list, but they are a fair representation of recognised needs and aspirations. The FET Learner Charter is not legally binding on Louth Meath Education and Training Board, its employees, or its learners. The Charter should be



read along with Louth Meath Education and Training Board's FET policies, procedures, rules, and regulations. You can find these here on our FET website, and in FET Learner Policies and your Learner Handbook, where available. In implementing policies, procedures, and regulations, Louth Meath Education and Training Board will always strive to deal with learners and other members of the learning community in a manner that reflects the ETB's ethos, fosters goodwill, and builds the ETB's reputation as a first-class provider of Further Education and Training educational services.

**We hope that you enjoy your time as a learner with us and wish you the very best in your studies.**

