

Document Title/Reference	Learner Information Policy
<b>Purpose</b>	To ensure that information is readily shared with stakeholders and that timely and accurate changes in policy are reflected promptly in all communications.
<b>Scope</b>	Publication of official corporate information that has been ratified as sufficient and accurate – programme information, QA policies and procedures, quality assurance evaluation reports.
<b>Contents</b>	<ol style="list-style-type: none"> <li>1. Policy Statement</li> <li>2. Public Information</li> <li>3. Responsibilities &amp; Communication</li> </ol>
<b>Contextual Guidelines</b>	QQI Core Guidelines No. 9 'Public Information and Communication'
<b>Related Policy</b>	Governance, Oversight and Quality Framework
<b>Audience &amp; Communication</b>	<p>All learners, staff and stakeholders.</p> <p>LMETB's policy on public information will be made available on the LMETB website.</p>
<b>Policy Owner &amp; Implementation</b>	<p>The Chief Executive of LMETB has overall responsibility for the information contained within the written documents, reports and brochures issued by LMETB and contained on its website.</p> <p>Each FET Centre/Programme manager is recognised as having local responsibility for information related to their area. They shall be considered the owners of this information and will ensure that information is accurate and up-to-date.</p>

<p><b>Key Implementation Mechanisms</b></p>	<p>Information considered public under the policy will be published in reports, prospectuses and the website in a timely manner as it becomes available.</p> <p>Any changes in legislative requirements or changes in course content or the development of new courses or changes to existing course design will be immediately reflected on LMETB's website and literature. The language used, and methods used in communicating information, will be in keeping with stakeholder requirements.</p> <p>This sub-committee responsible for this Policy will oversee the necessary safeguards and procedures for managing public information, to ensure that the information presented to the public is accurate and up to date.</p>
<p><b>Monitoring, Evaluation and Continuous Improvement</b></p>	<p>Details provided in the arena of public information will be reviewed and updated annually by staff who are considered the information owners and by the Communications sub- committee/the QA Governance Management Committee (QAGMC).</p> <p>An audit trail will be maintained to demonstrate that any changes to policy have been approved by the Communications sub- committee/QAGMC and are in keeping with best practice.</p>
<p><b>Revision History &amp; Commencement Date &amp; Date of Next Review</b></p>	<p>Commencement Date: 2019          Revision Date: 25/04/2024          Date of next review: 25/04/2026</p>

## Learner Information Policy

### 1. Policy Statement

Louth Meath Education and Training Board (LMETB) is committed to operating in an open and transparent manner. To this end, LMETB endeavours to provide timely, accurate, relevant and easily accessible information about its objectives, purpose and activities to both internal and external stakeholders, which include staff, advisory and oversight committees and boards, and current and prospective learners.

LMETB ensures that clear and accurate information is published about its accredited programmes on the national course calendar ([www.lectchcourses.ie](http://www.lectchcourses.ie)) and in course brochures including, inter alia, admission requirements, qualification titles and levels, programme content and assessment requirements and regulations. All LMETB policies, procedures, regulations and guidelines that form part of the QA system are made publicly available on the LMETB website. LMETB also publishes an Annual Report of key activities and financial standing.

The aim of this policy is to ensure that agreed information is readily shared with stakeholders, and that timely and accurate changes in policy are reflected immediately in all communications. This policy also serves to ensure that there are clear responsibilities in relation to the creation, approval, monitoring and dissemination of information.

### 2. Public Information

The meaning of public information, that is, information covered by this policy, relates to official corporate information that has been ratified by LMETB senior management as sufficient and accurate. It does not apply to informal communications that may appear on social media. Selected QA related information because of its sensitive nature, such as internal verification reports, external authentication reports, examination statistics and appeals, and student survey information, will not be made openly available on the website

and will only be available internally for staff and members of relevant advisory and oversight committees. Other information will only be available on request and in keeping with legislation on freedom of information and data protections (GDPR) requirements.

LMETB will provide publically accessible information in relation to:

1. Programmes run by LMETB, particularly information that will enable potential learners to make decisions regarding what and when to study: contacts, course structure, assessment methods, module summaries, tuition methods & locations, admission requirements, fees and payment methods, academic term dates and examination periods, post qualification progression routes where applicable.
2. Quality Assurance Policies & Procedures and related Regulations (assessment regulations, learner charter, code of conduct, etc.).
3. The structure of LMETB, its mission, staff and education partners, its approach to education.
4. The number and title of courses and awards.
5. Teaching & learning strategy, and related support mechanisms and facilities offered to learners.
6. Learner engagement, equality and diversity and inclusiveness, methods of communication and feedback.
7. Partnership agreements and links with delivery partners and awarding bodies.
8. Self-Assessment Reports, Institutional Reviews, and Quality Improvement Plans as they become available pursuant to the 2012 QQA Act

### 3. Responsibilities & Communication


The Chief Executive of LMETB has ultimate responsibility for ensuring that clear and correct information is contained within all written documents issued by LMETB and contained on its website. The Chief Executive will seek expert advice (legal etc.) where and when required.

Each FET centre/programme manager is recognised as having local responsibility for information related to their area and shall be considered the owners of this information. Direct responsibility lies with these individuals to provide the most up-to-date and accurate information.

Each individual FET Centre is responsible for updating their individual prospectuses/handbooks and course information on their individual websites and social media platforms. Updated QA policies and procedures are published on the LMETB website to ensure that relevant and accurate information is available to all stakeholders.

Approval for changes to learner information must be sought prior to publication from the Communication/Sub-committee/QA Governance Management Committee (QAGMC). Any changes will be reflected, as soon as possible, on LMETB's websites, social media platforms and in programme literature. Where relevant, changes required during the course of an individual programme will be notified to learners directly.

The language used, and methods used in communicating information, will be clear and, where necessary, in keeping with stakeholders {LMETB QA Governance Management Committee (QAGMC), SOLAS, QQI, etc.,} protocols and expectations.

Document Name	Learner Information Policy	
Version Reference	VS 1	
Document Owner	Communications sub committee	
Approved by	QAGMC	
Date	7 <sup>th</sup> November 2018	
Ratified by	LMETB Board	
Date	28 <sup>th</sup> March 2019	