

LMETB Further Education and Training (FET) Learner Charter

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



Rialtas na hÉireann
Government of Ireland



Arna chomhchistiú ag
an Aontas Eorpach
Co-funded by the
European Union

SOLAS
oibríonn an fhoghlaim

Louth Meath Education and Training Board Further Education and Training (FET) Learner Charter

LMETB plays a leading role in the provision of high-quality education and training in Louth and Meath. It 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 LMETB

LMETB is committed to providing you, as a FET learner, with the highest quality of learning experiences and outcomes.

LMETB undertakes to pursue excellence in the manner with which it engages and communicates with you throughout your learning experience.

This FET Learner Charter sets out our values and provides a framework that allows you, other learners and our staff to know and understand their respective responsibilities. It is based on the principle of collaboration and co-operation between FET learners and staff. It outlines: what you may expect from us; what the ETB expects from you.

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. We will also give you information on:

- Programme/course content and induction
- Supports
- Awards
- Attendance
- Assessment
- How to progress to other programmes/courses

- 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 to help you secure the best outcome, both personal and/or 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.

Excellent Resources

You can expect a learning environment that:

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

Fair Assessment Procedures

- The ETB commits to providing a fair, transparent, and quality-assured assessment process to protect the quality and value of the qualifications awarded.
- You have the right to have your achievements recognised as a result of your participation on all programmes/courses, both accredited and non-accredited.

Garda Vetting

- LMETB is committed to safeguarding children and vulnerable adults.
- Any work or activity which is carried out by a person, a necessary and regular part of which consists of the person having access to, or contact with, children or vulnerable persons, will require the person to be vetted in accordance with the LMETB's Garda Vetting Policy [Garda-Vetting-Policy.pdf \(lmetb.ie\)](https://lmetb.ie/Garda-Vetting-Policy.pdf) and National Vetting Bureau procedures
- It is also a requirement for learners enrolled on certain further education and training courses. This involves completing a form with personal information. On rare occasions information on convictions or pending convictions may exclude a learner from a course. If this happens LMETB will make every effort to help you find another course.

Equality & 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 Travelling Community
- Race
- Socio economic status

LMETB centres are communities of learning with people from all walks of life. There is great energy and positivity from having an environment that is welcoming and respectful of people from different backgrounds, faiths, abilities and genders. Such diversity allows for sharing understanding, awareness, openness and very real-life learning. LMETB is committed to ensuring that all learners experience an atmosphere of respect, collaboration, openness, safety and equality.

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.

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.

Supports and Guidance

- Our supports and guidance start upon your acceptance onto a course and continue until you complete it.
- Where appropriate, we will discuss with you the relevant supports to assist your progression.
- We will offer other options and alternatives if the programme/course you have selected is unavailable or is no longer offered.

Learner Maternity Leave

As an expectant mother you are entitled to 26 consecutive weeks' basic maternity leave. Maternity leave is generally taken 2-4 weeks before the expected birth however a minimum of 2 weeks must be taken before the medically certified expected week of confinement and 4 weeks after the end of the expected week of confinement. You are entitled to an additional 16 weeks' unpaid leave immediately after that of the basic maternity leave.

You are encouraged to notify your instructor/trainer as soon as possible so that the ETB Training Centre can ensure that it can be supportive of you and your requirements during that time.

Learners are obliged to give the ETB Training Centre at least 4 weeks' written notice of their intention to take maternity leave and provide a medical certificate confirming the expected date of confinement. Learners must inform the ETB Training Centre in writing of their intention to take the 16 weeks' additional unpaid leave either on the date that they notify the ETB Training Centre of their intention to take maternity leave or in any event not later than 4 weeks before the end of the 26 weeks' maternity leave period.

Notice to the ETB Training Centre of a Learner's intention to return to training must be given in writing at least four weeks before the intended date of return after the birth. The ETB Training Centre will seek to facilitate you as far as is reasonably practicable in completing your training (which may be at a later date and/or a different location/programme if your original training programme has since finished).

The ETB Training Centre itself does not pay Maternity Benefit/Training Allowances during the period of maternity leave. Learners should contact their local Department of Social Protection office as early as possible to determine any entitlements that may be due during your maternity leave. To ensure that such entitlements can be clarified, Learners may be advised/given time to visit their local Department of Social Protection Office when the necessary notification of intention to take maternity leave is given to the ETB Training Centre.

Medical Appointments During Pregnancy

As an expectant mother you may take reasonable time off for medical visits connected with the pregnancy. There is no maximum or minimum amount of time off specified for these visits. Rather, you are entitled to as much time off as is necessary to attend each visit. This includes the time required to travel to and from the appointment and the time taken for the appointment itself. You must, where practicable, give 2 weeks' notice of your medical visits. You should show your appointment card if requested by the ETB Training Centre at any time after your first appointment. If you are in receipt of a training allowance, you are entitled to be paid while keeping these medical appointments for the duration of the course.

Ante-natal classes

As an expectant mother you are entitled to take time off to attend one complete set of ante-natal classes during your pregnancy except for the last 3 classes of the set. An expectant father is also entitled to time off, on a once-off basis, for the purpose of attending the last two antenatal classes.

Health and Safety during pregnancy

The ETB Training Centre may, due to the nature of the training programme you are attending, request confirmation from your doctor that it is safe for you to continue with your training. Where a risk is identified, the ETB Training Centre may suspend all or part of your training in the interest of Health and Safety.

How to communicate your views and/or complaints

- We provide a fair, effective, and learner-centred procedure to deal with formal complaints. (FET Learner complaint procedure is available [here](#))
- We provide access to an independent and learner-centred process for handling appeals relating to assessment. [LMETB Assessment Appeals Procedure: Process or Results](#)
- 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 LMETB. 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.

- 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.

Learner Feedback and Engagement

- We welcome your feedback and engagement. The ETB offers FET learners the opportunity to provide formal feedback. [Learner-Feedback-Participation-28th-June-2019.pdf \(lmetb.ie\)](https://lmetb.ie/Learner-Feedback-Participation-28th-June-2019.pdf)
- 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

- LMETB 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 FET Service. The network gives learners the opportunity to have their voices heard and turn ideas into

action. Learners from FET courses in LMETB are welcome to join, whether full-time or part-time, centre based or community based.

We Provide Course Information in Different Formats

- LMETB commits to providing you with course information in a range of formats, including here on our website: <https://www.lmetb.ie/further-education-training/>

Learner Responsibilities

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
- We expect you to be familiar and comply with LMETB FET policies, procedures, rules and regulations, as set out in FET Learner Policies and your Learner 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 LMETB'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.
- As a learner with Louth Meath ETB, you can expect the following:
 - Fairness
 - Suitable assessments
 - Clear information about what I need to do
 - Procedures to ensure that assessments are fair
 - Extra help if necessary
 - Feedback from my tutor
 - More information if I need it
 - Keeping my assessments secure
 - A chance to do the assessment again if I am not successful

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 LMETB with respect
- Consider all other users
- Respect the physical environment

Internet Usage and Digital Devices Policy

- You must 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 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 LMETB, its employees, or its learners. The Charter should be read along with LMETB's FET policies, procedures, rules, and regulations. You can find these Quality Assurance policies on the LMETB FET webpage: [Quality Assurance \(QA\) | Louth & Meath Education and Training Board \(lmetb.ie\)](https://lmetb.ie/quality-assurance-q-a/), and your Learner Handbook, where available.
- In implementing policies, procedures, and regulations, LMETB 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 FET services.

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

