

## Welcome to Regional Skills & Training Centre, LMETB



The purpose of this booklet is to provide you with essential information you will require on the regulations and procedures while on your course with us



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## Welcome:

On behalf of the Regional Skills and Training Centre, LMETB, I extend to you a warm welcome as you start your training programme. Whether you are a young Learner, an Apprentice or an adult Learner, attending this programme may be a new experience. We hope it will be a rewarding one, where you will learn new skills to assist you during your working life.

This Induction Module has been planned to introduce you to your training programme, and to help you settle into the training situation as quickly and easily as possible.

We want you to make the most of the experience ahead. Try to become fully involved, listen carefully to your Instructor and feel free to ask questions.

The Staff are here to help you and all activities are designed to promote your learning. The rules and regulations allow the training system operate smoothly, which is essentially for your own health and safety.

I wish you a happy and enjoyable time and good luck with your training programme.

Peter Egan

Area Training Manager





### **Getting to Know Each Other**

**You will be asked to introduce the person seated next to you. Spend a few minutes talking to him/her and decide what information you will share with the rest of the group.**

**Here are some suggestions of questions you can ask!**

- 1. What is your name?**
- 2. Where do you live?**
- 3. What were you doing before coming on this Course/Phase?**
- 4. How do you spend your spare time?**
- 5. Do you have any pets? What are their names?**
- 6. What are you going to do this weekend?**
- 7. What is the last thing to make you laugh?**
- 8. What do you hope to get from this Course/Phase?**
- 9. What are the 3 best words to describe you?**
- 10. What's the most useful thing you own?**



## **Learner Rights**

### **Here's what you can expect as a Learner with Regional Skills & Training Centre, LMETB (RSTC):**

- 1) Access to up-to-date and accurate information to help you make informed choices regarding training opportunities.
- 2) To be provided with information about:
  - ❖ How to access programmes, eligibility criteria and training options
  - ❖ Programme content and duration - Learner supports, allowances, fees, grants
  - ❖ Award titles, including their type and level on the National Framework of Qualifications
  - ❖ Assessment systems including; scheduling; modification and accommodation for Learners; marking; and; repeats and appeals process
  - ❖ Your responsibilities relating to attendance, participation and conduct as set out in the RSTC Code of Conduct for Learners.
  - ❖ Complaints procedures
  - ❖ Recognition of Prior Learning
- 3) Promotion of equal opportunities for everyone and recognise Learner diversity.
- 4) Training programmes to be offered according to Learners' identified needs.
- 5) In the event of unavailability or cessation of a training option, an alternative option will be explored to meet your identified training needs.
- 6) Learning to take place in a safe and secure environment.
- 7) Materials and facilities used will be suitable for the learning programme.
- 8) Regional Skills & Training Centre to provide quality assured learning opportunities in accordance with the current Quality Assurance Policy and Procedures.
- 9) Assessments on learning progress to be given to the Learner in a timely manner.



- 10) Where appropriate, RSTC will discuss with the Learner the relevant supports to assist his/her progression.
- 11) RSTC to seek feedback on the overall learning experience.
- 12) A printed copy of the Learner Charter will be available from the RSTC upon request. This Charter can also be provided in accessible formats on request.
- 13) RSTC may ask permission to use photographs/video clips of Learners in classes for promotional purposes on our website & social media sites. If you do not wish to be included in this then let us know.

### Connect With Us!



***Like us on Facebook***

**[RSTC Regional Skills & Training Centre Dundalk](#)**



***Follow us on Twitter***

**[@rstcdlk](#)**



***Follow us on LinkedIn***

**[Regional Skills & Training Centre – Your Future Starts Here](#)**



***Check out our Website***

**[www.rstc.ie](http://www.rstc.ie)**



**Here's what to expect from us:**

**A safe and productive learning environment**

**Be treated with respect and dignity**

**Seek support for training and exams if you have a specific need or disability**

**Feedback on your performance**

**Query and appeal a test result**

**Disability/Specific Need Support**



**Here's what we expect of you:**

**That you attend ALL of the phase/programme**

**Let us know in advance if you cannot attend**

**Tell us if you have an issue and we will do our best to help you**

**Help other people enjoy the phase/programme by working together**

**Participate fully in all activities**

**Respect one another**



## **Allowances & Absences**

### **Do I get paid while I am attending the Centre?**

If you have been receiving a payment from the Department of Social Protection or if you are registered as an Apprentice you will receive a training allowance.

It is on the basis of your recorded attendance on your course that you are paid your allowance.

If you don't already have a bank account it is essential that you set one up with your bank as soon as possible, as payment is made into your bank account.

During your first days on your course, a staff member from the administration office will clarify exactly how much your allowance will be during your course.

Please note: if your DSP entitlement exceeds the total training allowance, a sum equivalent to this entitlement will be paid on receipt of certified evidence from the DSP – Learner Allowance Form (F103). This form is given to you in your Course Start Notification Letter.

### **When do I get paid?**

All training allowances are paid a 'week in arrears' and so, the first day of payment of your allowance occurs in the second week of training. Training allowances are paid weekly into your bank account on each Friday. Your training allowance will be maintained for Bank Holidays and other special holidays when they occur during the course.

On completion of training, a statement of earnings (SC4 form) will be issued by post from the Payroll Section.

This (SC4) is an important document and should be kept safely. It is necessary to produce this document to the Department of Social Protection when making a claim towards Unemployment / Dental or Sick Benefit.

*Please note that this document (SC4) cannot be re-issued if lost.*

Failure to attend to any of the above matters will cause a delay in payment of your training allowance.

If you have any queries regarding your training allowance, please ask your Instructor to check the copy of your time record, as a first step.

The Staff in Payroll Section will be happy to deal with queries after 14:30 Monday/Thursday or Friday Morning.

Note: Please have the permission of your Instructor to visit the Payroll Section.



## Do I receive travel or accommodation allowance?

A travel allowance is paid if you travel 3 miles or more to the course each day. This travel allowance is based on distance from the training facility and may not cover actual costs in all cases.

0-3 Miles	3-5 Miles	5-10 Miles	10-20 Miles	30-40 Miles	40-50 Miles
€0.00	€4.60	€11.90	€17.60	€27.70	€32.60

An accommodation allowance can be applied for where Apprentices or Learners have to move into accommodation while attending their course. Accommodation allowance will not be paid for accommodation which was occupied prior to commencing your course.

If an accommodation allowance is provided then a travel allowance will not be paid. Travel and accommodation allowances will not be paid for Bank Holidays.

Accommodation Allowance – Maximum Paid Per Week
€69.90

## What happens if I cannot attend my Training?

If you cannot attend your training course for any reason, contact your Instructor immediately. Notification of absence through illness/otherwise must be received by your Instructor as early as possible. Sick pay allowance will be paid on production of a valid doctor's certificate.

On submission of an official Doctors Note / Certificate, certified sick leave will be paid, (up to 2 days per month). The first 6 days will be paid at any time in the first 3 month period; the 7<sup>th</sup> day cannot be paid until the 4<sup>th</sup> month.

Doctors' certificates MUST be submitted to your Instructor by Monday morning, otherwise payment will be deferred to the following week. No payment will be made for uncertified sick leave.

## Please note for Apprentice Training Allowance:

Exemptions:

- ❖ If the RSTC cannot provide a training place for an Apprentice during his/her 1<sup>st</sup> year; he/she will be entitled to claim the 2<sup>nd</sup> year allowance when the course is available.
- ❖ If an Apprentice fails to take up an offer of a training place within the 1<sup>st</sup> year, for any reason, the 1<sup>st</sup> year allowance will be paid when the course is eventually attended.



## Time Keeping & Facilities

Hours of Attendance for Learners:

Monday	Tuesday	Wednesday	Thursday	Friday
8.30 – 15.45	8.30 – 15.45	8.30 – 15.45	8.30 – 15.45	8.30 -12.45

- ❖ Time keeping is very important; your training allowance reflects your time keeping
- ❖ Clocking in late or clocking out early is considered a breach of time keeping regulations
- ❖ Please queue in an orderly manner while clocking in or out
- ❖ Please do not leave the training centre without notifying your Instructor and always clock out and back in on return
- ❖ Clocking in or clocking out for another Apprentice/Learner is considered to be fraudulent and will lead to instant dismissal

### Clocking System (For Learners in Training Centre)



At Registration you will be issued with a clock card  
Your Instructor will inform you on the use of the machine applicable to you

Please ensure the machine reads your card correctly: card should be swiped from the top down with the magnetic strip facing the keypad – the clock should emit one 'beep' – **no beep means a misread so try again!** Inform your Instructor if your card doesn't work.

Apprentices/Learners who lose or forget their clock card must notify their Instructor who will key in a number when they arrive in the morning and at the end of class.

If on the next day you forget your card or the mislaid card is not found the Instructor will only key in for you in the morning.

In order to clock out at the end of class you will have to purchase a new clock card at a cost of €5.00. Otherwise your training allowance will not be paid for that day and you will not be able to access the building.



## **Work Experience (as applicable to certain Courses/Programmes)**

- ❖ When leaving the RSTC on work experience, you will receive a clock card/timesheet for each week of your work experience
- ❖ It is imperative that all clock cards / timesheets reach the Payroll section by Monday, for payment on Friday
- ❖ Clock cards / timesheets received after Monday are deemed to be late, and payment will not be made until the following week
- ❖ If the above is not carried out a delayed payment will result
- ❖ The following information must be entered on each clock card/timesheet:
  - Course Title
  - Learner Name
  - Week Ending
  - Hours Worked
  - Line Manager/Supervisor signature

## **What about lunch and tea breaks?**

There is a canteen within the Training Centre and each course has its own scheduled time for lunch, lasting 30 minutes and 10 minutes morning tea break. The canteen provides hot food for breakfast & lunch as well as hot/cold beverages, sandwiches, snacks and fruit. Go to the Learner Section on [www.rstc.ie](http://www.rstc.ie) to view the [Weekly Lunch Menu](#).

Please respect and show courtesy to canteen staff and other users.

When finished please return your tray and utensils to trolley provided and any soft drink cans to be placed in bins provided.

Please do not remove crockery or cutlery from the canteen.

Overalls must not be worn in the canteen during break times.

Apprentices/Learners are not permitted to leave the Training Centre during the morning tea break.

*The canteen staff would like to thank you for your cooperation.*

## **Is car parking free?**

Yes. Please park in the right-hand side car park assigned especially for Apprentices and Learners. Please drive slowly and carefully through the car park.

Speeding or reckless driving is seen as a serious matter and will lead to suspension or dismissal from your course. Closed Circuit Television (CCTV) is in operation at all times within the surrounds of the training centre. Please do not park in spaces reserved for people with disabilities. RSTC will not be responsible for any damage caused to vehicles in the car park.



## **Entrances & Exits**

Please enter and leave the building using the doors located to the right-hand side of the building for which you will have access/swipe cards.

Use of main entrance at reception is not permitted.

## **Smoking including E-Cigarettes**

- In line with current government legislation smoking is not permitted in any location in the RSTC, including entry lobbies.
- Persons who wish to smoke must do so outside the building in the smoking rooms/huts located at the rear and side of the Training Centre.
- You are requested to use the bins provided in the yards to dispose of any cigarette butts and litter.

## **Drugs & Alcohol**

Drugs, other than those prescribed by a medical doctor for the bearer's personal use, may not be brought into the building or grounds of the centre. Breach of this instruction will result in disciplinary action and may be referred to the Garda Siochana. Any Apprentice/Learner deemed to be under the influence of drugs, alcohol or any other non-prescribed substance, will be first referred to a medical doctor and then subjected to the appropriate disciplinary action if found to be under the influence.

## **Security**

- A security surveillance system operates on the premises.
- RSTC takes no responsibility for loss of personal possessions.

## **Toilets**

- Toilets are situated at the top of the building, Ladies to the left, Gents to the left and right.

## **Feed back**

Customer service is our first priority, Please feel free to comment at any time on the services you receive from the RSTC.

You will be asked to complete a questionnaire at the end of your course.

If during the course you wish to make a comment you can do this by completing a "Customer Comment Card" and placing it in the box provided.

The box and cards are situated outside the Evening Course Office and in the reception area.



## **Follow – up action**

All cards will be reviewed and your comments taken seriously. It will greatly assist us in processing your feedback if you mention the course name or a telephone number is included on the card.

We would appreciate your help and co-operation.



## **MEDICAL FIRST AID**

RSTC has a statutory responsibility to provide first aid treatment to Apprentices/Learners who sustain injury while on the premises.

Apprentices who are injured outside of the RSTC or arrive at the Training Centre feeling unwell, should notify their Instructor who will refer them to their own doctor/hospital.

You are advised to inform your Instructor of any existing medical condition you may have which might require medical assistance; e.g. diabetes, epilepsy, asthma.

If you are under 18 years of age you are required by Health & Safety Law to have a pre-employment medical. Please notify your Instructor if this has not been arranged for you during registration.

Should you have to use an emergency eye wash unit, please dispose of the eye wash bottle as the solution is now contaminated and re-use would only lead to cross infection. Notify your Instructor of any such emergency.

### **In the event of an accident/emergency requiring first aid:**

- ❖ Inform your Instructor
- ❖ Dial 0 on any of the internal phones which will get you through to reception and request first aid assistance.
- ❖ A qualified First Aider will administer appropriate first aid.
- ❖ The First Aid Team is unable to provide you with medication of any kind.
- ❖ You will be asked to give details of the accident and how it occurred, all of which will be recorded in the Accident Register.
- ❖ All our first aid personnel are certified and trained in the use of the Defibrillator



## Standards of Behaviour

- ❖ Please keep your classroom and work area tidy
- ❖ The use of mobile phones is not allowed during training time
- ❖ Inappropriate use of camera phones is strictly forbidden
- ❖ Please do not enter other classroom or workshop areas without the permission of your Instructor
- ❖ The use of personal stereos is not permitted
- ❖ Food & beverages are not allowed in training areas
- ❖ Newspapers & magazines are not permitted during training time
- ❖ You must wear your Personal Protective Equipment (PPE) when operation in workshop areas. Wearing rings, neck chains, etc. is not permitted within workshop areas



## Disciplinary Procedure

RSTC will maintain a safe and productive learning environment for all Learners on all courses. Where an infringement of the Learner Code of Conduct occurs the following process will apply:

### **Stage 1 – Verbal Warning**

For minor infringements, the Instructor<sup>1</sup> will give a verbal warning to the Learner which the Instructor will record on Disciplinary Report Form. This should be signed by both the Instructor and the Learner. The Learner should be offered a copy of the recorded warning, which should outline the issue and the expected improvement.

### **Stage 2 – First Written Warning**

For continuous infringements or serious issues, the Instructor may proceed to Stage 2 and will issue the first written warning to the Learner, using the Learner Code of Conduct Infringement Report Form. This will be signed by both the Instructor and the Learner with a copy of this form being sent to the Training Centre Assistant Manager (and for Apprentices, the STB Advisor)<sup>2</sup>. A copy will be given to the Learner or where appropriate a formal letter should be sent to the Learner outlining the performance deficiency and the required corrective action.

### **Stage 3 – Second Written Warning**

For continuous infringements or serious issues, the Instructor and Assistant Manager may proceed to Stage 3 and will issue the second written warning to the Learner, using the Learner Code of Conduct Infringement Report Form.

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<sup>1</sup> The term Instructor also refers to trainer or tutor.

<sup>2</sup> Where the course is delivered on behalf of RSTC through a Second Provider arrangement, the Instructor will also notify the Second Provider or Contracted Training Officer/Manager.



This will be signed by both the Instructor and the Learner with a copy of this form being sent to the Training Centre Assistant Manager (and for Apprentices, the STB Advisor and Employer). A copy will be given to the Learner or where appropriate a formal letter should be sent to the Learner outlining the performance deficiency and the required corrective action.

#### **Stage 4 – Termination**

Learners who have failed to address performance issues outlined in previous warning(s), or where an action warrants termination, will have their case referred by the Instructor and Assistant Manager to the Training Centre Area Manager who will, based on the severity of the case, determine what action to take, up to and including termination from the course. (For Apprentices, your STB Advisor will also be informed).

A completed and signed copy of the Learner Code of Conduct Infringement Report Form is forwarded to the Area Manager and for Apprentices copied to the Employer.

#### **Appeal Process**

Learners will be afforded the opportunity to appeal any action taken at any stage of the process to the next management level in RSTC.

Appeal of Stage 1 or Stage 2 is  
to:

RSTC Assistant Manager

Appeal of Stage 3 is to:

RSTC Area Manager

Appeal of Stage 4 is to:

LMETB CEO



## Discrimination

The Employment Equality Acts 1998 and 2004 describes discrimination as the treatment of one person in a less favourable way than another person is, has been or would be treated.

### Code of Personal Behaviour

During induction you will be encouraged to get to know the others in your group and to establish some form of group identity and purpose.

You will have to work closely as a group for the duration of your course/programme therefore you will be asked as a group to agree a "Code of personal Behaviour".

This code should cover issues such as;

- ❖ Respect for each individual.
- ❖ Respect property of others
- ❖ Use of inappropriate language

*Harassment* - This shall be defined as any disrespectful or unwanted verbal or physical behaviour i.e.

*Bullying* (Behaviour which uses strength or power to coerce others)

We regard bullying to include:

- ❖ Aggressive behaviour
- ❖ Repeated verbal harassment
- ❖ Personal insults and name calling
- ❖ Uncomplimentary remarks causing serious offence
- ❖ Constant ridiculing by person or persons
- ❖ Intimidation and threats in general
- ❖ Posting of any material perceived to be offensive by other person or persons e.g. pictures, images etc.

*Sexual harassment* or sexually derogatory statements or sexually derogatory remarks made by someone in the workplace which are offensive or objectionable to the recipient or which interferes with the recipients training performance.

*Racism* - "Any distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or empowering the recognition, enjoyment or exercise on an equal footing, of human rights and fundamental freedom in the political, economic, social, cultural or any other field of public life".

Your Instructor will discuss these issues with you. When the group have agreed a "Code of Personal Behaviour" you will be asked to sign the rules of the course.

A breach of the rules or code may result in disciplinary action.



## Health and Safety

Health and safety aims to prevent accidents and ill health at the place of work and will always play an essential part in our delivery of training. It is necessary that you play an active role by observing and adhering to procedures to ensure we maintain health and safety standards. It is our intention to set and promote world class standards in training, within a framework of total quality, continuous improvement and accreditation.

### Statement of Policy

The objective of RSTC is to provide a safe and healthy working and training environment and for all staff, Learners, Apprentices and clients and to meet our duties to other persons, including members of the public, who may be affected by our operations.

RSTC recognises and accepts not only its statutory responsibilities but also its obligations as an employer and public body to achieve best practice standards in safety, health and welfare within all RSTC premises and locations and is committed to developing and maintaining a strong culture of safety throughout the organisation. The organisation recognises its duty to ensure, in so far as is reasonably practicable, the safety, health and welfare of all its employees, Learners, Apprentices under the Safety, Health and Welfare at Work Act 2005 and all regulations existing under this and other relevant legislation.

In order to achieve this objective, RSTC will implement a Safety Management System including processes for achievement of continuous improvement. RSTC accepts its responsibility to provide adequate resources to management and staff to achieve this objective including the provision of adequate training and development of staff and to ensure that competent persons are available to support this management process.

RSTC will work to achieve this objective using consultative approaches, open communications and partnership. Employees and Learners/Apprentices are encouraged to put forward suggestions for improvement of the Safety Statement.

In conjunction with industry and other bodies RSTC will promote and support effective safety training and good safety, health and welfare practices in the workplace. It will ensure, in as far as practicable, that effective safety training and safety management systems are included in all programmes and schemes submitted for approval.

The success of this Policy requires the active co-operation and support of all RSTC staff, Learners/Apprentices, clients, visitors, contractors and others to enable the organisation to discharge its responsibilities under law.



The detailed arrangements for achieving these objectives are set out in the main body of the Safety Statement. RSTC is also committed to managing and conducting work activities in such a way as to prevent, in so far as is reasonably practicable, any improper conduct or behaviour (including respect and dignity at work) likely to put the Safety, health or welfare at work of their employees, Learners/Apprentices at risk.

This policy will be reviewed in light of experience and future developments within the organisation and Safety Statements will be reviewed annually.

The above Policy Statement is posted at all the clocking machines.

- ❖ The above Policy Statement forms part of the Safety Statement, which is available to view. (Ask your Instructor)
- ❖ The Policy Statement is made by RSTC in order to state clearly its policy on safety
- ❖ The objective is to provide a safe and healthy work environment for all staff, Learners and Apprentices.
- ❖ Where possible RSTC will attempt to reduce and eliminate any risk or hazard, which exists

RSTC will also maintain all safety equipment and provide training on their use.

Under the Safety Health and Welfare at work Act 2005 all staff, Learners and Apprentices have a duty to co-operate with the policy. Therefore you must:

- ❖ Take reasonable care for your own safety
- ❖ Use the protective equipment or clothing
- ❖ Report any defective equipment
- ❖ Not intentionally interfere with or misuse any equipment

Please study the hazard sheets located in your area.

Safety is everyone's concern, if you notice any item in an unsafe state or anyone engaged in unsafe behaviour please inform your Instructor.



## Emergency Evacuation Procedure

### Action by Safety Committee

Co-ordination of the evacuation procedure and subsequent action will be the responsibility of the Safety Officer or the Safety Committee Chairman or delegate and or the manager who will assemble at reception Area on the alarm sounding and identify what the threat is.

Responsibility for evacuation of the RSTC location is allocated to members of the Safety Committee, each with a distinct area of responsibility. The individual member will nominate a deputy to carry out the evacuation in the event of his/her absence from the area.

### **Action by Instructing Staff**

On the alarm sounding the following action is to be taken:

Make sure that all Learners/Apprentices in your general area leave the building by their designated exit or nearest safe exit and go to their assembly point. Instructors will escort their class to the assembly point, do a head count of their class and report back to the fire warden who is manning the assembly point.

- ❖ There are 3 Assembly points for the Training Centre (main building):
- ❖ Assembly Point (A) Entrance to the main Car Park
- ❖ Assembly Point (B) Outside Regional Office
- ❖ Assembly Point (C) Trainee Car park (while building works in progress)

There is 1 for the external Motor Section:

- ❖ Assembly Point (A) Front Car Park

### **Action by Apprentice/Learner**

- ❖ When the fire alarm sounds the following action is to be taken:
- ❖ Leave the RSTC location by your designated exit (you will be shown this exit & your assembly point during the first day of your induction period) or the nearest safe exit and go to YOUR Assembly Point.
- ❖ Remain at the Assembly Point until the all clear is given
- ❖ If you are aware that someone is still in the building, please report this to the Responsible Person at the Assembly Point.

### Please Note

When the alarm sounds and you are in an area that is away from your designated exit, leave by the nearest safe exit and assemble at your designated Assembly Point.



## Support for Training

If you have a disability, we have a range of programmes catering for specific needs, in addition other training supports can be provided such as:

- ❖ Adaptive technologies, for example screen reading software
- ❖ Suitable furniture, equipment or devices
- ❖ Adjusting or modifying examinations, for example by allowing extra time or providing a reader or scribe
- ❖ Provision of a reader or interpreter service

It is important that INTREO and RSTC know about your needs relating to your disability at the time of course selection / recruitment in order to facilitate a discussion about which programmes are most suitable. It will also assist us in providing any additional training supports that are needed.



## LMETB Support Service: Maths & Communications

### **Support includes:**

- ❖ Initial meeting
- ❖ Free of charge
- ❖ Confidential
- ❖ Curriculum based on adult learner's needs
- ❖ Choice – individual or group tuition
- ❖ Assessment with agreement
- ❖ Flexible provision:
  - day or evening
  - Chapel Street or RSTC

**Contact:** Mary on 042 93 53593

**Email:** [mreilly@lmetb.ie](mailto:mreilly@lmetb.ie) for information or ask RSTC to contact LMETB on your behalf.



## **Learner Performance Feedback**

### **When will I receive feedback?**

While you are on the course you will receive ongoing feedback on your training performance.

### **When will I get my exam or test results?**

You will receive your results and feedback on your exams as soon as possible after you complete them. We can usually give you the provisional results for most tests within three weeks of you taking the test.

### **What are provisional results?**

Provisional results are initial results. They are not your final results.

Provisional results only become final when they have been approved by the Results Approval Panel. The Results Approval Panel checks and approves provisional results as part of our Quality Assurance Process.

This means that once the Results Approval Panel is happy with the overall assessment process they finalise your result. They then authorise requests for certificates from QQI/FETAC or our other Awarding Bodies.

If the Results Approval Panel changes your provisional result, we will write to you to let you know.



## **Querying a Result**

### **What does querying a provisional result mean?**

This means that you ask for a recheck or a review of your provisional test result. Provisional Results are results that are not final until they have been approved by the Results Approval Panel.

### **What's a recheck?**

A recheck means we check that your marks were correctly added up and recorded.




## What's a review?

A review is where we get a different assessor to check your result. This person will decide if the original mark you got is fair or not.

## How do I query a result?

You have to write to your trainer or Instructor asking them for a recheck or a review. Remember that if you get your test result rechecked or reviewed, you might get:

 A higher Result    A lower Result    The same Result



## Further Appeals

If you are still not happy with the result of your query you can appeal your result. You should tell your tutor or Instructor if you wish to make an appeal. Only approved results can be appealed, and your result can be fast-tracked through the Results Approval Process to the stage where a provisional result becomes an approved result.



## Repeating an Exam

### Policy on Repeats and Resubmissions of an Assessment Purpose

This policy provides information about the rules for repeats and resubmissions of assessments. It applies to assessments which lead to QQI FETAC Common Awards Levels 4 to 6, Interim Standards and Apprenticeships.

QQI FETAC Common Awards at Levels 1 to 3 are developmental. This means that Learners are classified as 'successful' when they have achieved all the assessment outcomes or 'unsuccessful' if they have not achieved all the outcomes. Learners at Levels 1 to 3 may resubmit or repeat assessment activities until they have passed the activity. This may depend on the operational constraints of the provider, for instance whether or not there is enough time on a course for a Learner to repeat.



## Referral Assessment Result

### 1) QQI FETAC Common Awards Levels 4 to 6 (non-Apprenticeship)

A Referral Assessment Result is when a Learner does not achieve an overall pass grade when all the assessments for a module are put together. The grade is recorded as 'Referral'.

For some awards, a Learner must get a minimum mark for each assessment technique to achieve a pass. In these cases the overall result is still calculated on the combined results of all the assessments.

In the event of a Referral the following process may be applied:

#### Resubmission of Portfolio, Project, Assignment and Learner Record

- Based on feedback from the assessor, Learners will be given the opportunity to resubmit, once only, any exercises from the specific assessment technique (for example, portfolio, projects, assignments, Learner records) in which they did not achieve 50% of the marks available.
- The maximum mark available for a resubmitted exercise is 50%. For example, even if a Learner achieves 100% when they repeat the exercise, the most they can be awarded for the exercise is 50%.
- Where a resubmitted exercise is awarded 50% of the marks available, this result is combined with the marks that a Learner has already been awarded in the other elements of the assessment.

#### **Repeat of Examination or Skills Demonstration**

- Where a Learner does not achieve 50% of the marks available in an examination or skills demonstration, they will be given an opportunity to repeat the examination or demonstration.
- There are no restrictions on marks from repeats. This means that Learners can get the same marks in the repeat exam as they could have gotten in the original examination or skills demonstration.
- The number of repeat opportunities should not exceed three.



## **2) QQI FETAC Interim Standards Levels 4 to 6 (non-Apprenticeship)**

A Referral Assessment Result is when a Learner does not achieve a pass grade in that assessment. The grade is recorded as 'Referral'.

For some awards, a Learner must get a minimum mark for each assessment technique to achieve a pass. In these cases the overall result is still calculated on the combined results of all the assessments.

- At least 5 days must pass before a Learner can reattempt a Referred Assessment
- An award of a Credit is only available to Learners who fulfil the necessary conditions on the first attempt at that assessment. Learners who pass a referred assessment at a second or third attempt will only be awarded a Pass Grade
- The pass mark for Construction Skills and Quarrying Skills theory tests is 70%. Learners who achieve a Referral Grade in theory tests cannot undertake the practical test until a Pass Grade has been achieved in the theory test.
- The overall module grade is calculated by combining all the assessment grades for the module.
- The number of repeat opportunities should not exceed 3 attempts.



### 3) Apprenticeship

The Apprenticeship Policy on repeats of a module assessment component also applies to programmes providing QQI FETAC Awards under Interim Standards. A Referral assessment result is recorded when an Apprentice does not achieve a pass in a module assessment component. The grade is recorded as 'Referral'.

- ❖ According to the Labour Service Act 1987 – Apprenticeship Rules 1997, Apprentices have the right to attempt each off-the-job assessment up to 3 times.
- ❖ An Apprentice's contract may be automatically terminated if they fail to reach the minimum qualifying standard specified by An tSeirbhís Oideachais Leanúnaigh agus Scileanna in any of the modular assessments during off-the-job training after three attempts. Second and further attempts must be taken according to the procedures specified by An tSeirbhís Oideachais Leanúnaigh agus Scileanna for each trade.
- ❖ At least 5 days must pass before an Apprentice can re-sit a referred module.
- ❖ Available grades for Apprenticeship: Distinction, Merit and Pass.
- ❖ Distinction and Merit Grades are only awarded to Apprentices who pass the component on their first attempt. Apprentices who successfully pass a referred assessment at a second or third attempt will only be awarded a Pass Grade.

The following table outlines the grading criteria for Apprenticeship:

PRACTICAL TEST	THEORY TEST
D (Distinction) = 80 – 100%	D (Distinction) = 80 – 100%
M (Merit) = 65 -79%	M (Merit) = 65 -79%
P (Pass) = 50 – 64%	P (Pass) = 50 – 64%
R (Referred) = Pass standard not achieved	R (Referred) = Pass standard not achieved



## Results Appeal Process

Only results that have been approved through the RSTC Results Approval Process can be appealed.

### How do I appeal a result?

You can appeal a result you are not happy with by completing the Assessment Appeals Application Form, stating why you wish to make the appeal. Send the completed form to the RSTC Manager within 10 working days from the date your approved exam results were issued.

**Please Note:** You will only be notified when there is a change to your result following the Results Approval Process.

We will tell you the result of the appeal within 30 days of you being told that we were working on your appeal. Further information is available on the Assessment Appeals Application Form.

### What can I do if I am not happy with the result of the appeal?

If you do not accept the decision of the RSTC Assessment Appeals Process, you can request that the appeal is forwarded to the relevant Awarding Body, for example QQI/FETAC. You must do this within 10 working days of the date you were notified of the outcome of the RSTC appeals process. This is the final appeal process.



## Assessment Non-Attendance

From time to time you may:

- ❖ Not be able to attend an assessment
- ❖ Not be able to get your course work in on time
- ❖ Want to defer an assessment
- ❖ Want to extend a deadline

### What do I do if I miss an assessment?

If you miss an assessment you have to write to the relevant tutor or Instructor within two working days of missing the assessment and tell them why you missed the assessment.



## **How do I defer an assessment or extend a deadline?**

To defer (delay) an assessment or extend a deadline you have to write to your course tutor or Instructor. When you ask to defer an assessment or extend a deadline, you have to state the reason for the request.

## **What are acceptable reasons for deferring an assessment, extending a deadline or not attending an assessment?**

Acceptable reasons for requesting a deferral of assessment, extension to a deadline or not attending or being late for an assessment include:

- ❖ Sickness (with a medical certificate as proof)
- ❖ A death in the family
- ❖ Other reasons that are accepted by Assessment Personnel and the RSTC Manager

## **What happens if the reason for my request is not accepted?**

If we don't accept your request for deferral or written explanation for non-attendance, lateness or deadline extension, you will be treated as if you have attempted the assessment. As a result, any future attempts will have to be in line with the RSTC Policy on Assessment Repeats and Resubmissions of an Assessment Learner Charter.

We are committed to providing a quality learning experience that meets a Learner's agreed training needs. In agreement with the Learner, we will try to cater for the Learner's individual training requirements and needs.



## **Certification**

### **Do I get a certificate for doing the course?**

You will get a certificate if you achieve the standard set by the relevant Awarding Body, for example QQI.

To achieve a certificate you must:

- Do all tests and assessments that are part of your course
- Achieve the standards set for all assessments that are part of the course
- Ensure that you meet all the Awarding Bodies' rules relating to the award

### **When can I expect to get my certificate?**

- When we receive your certificate back from QQI (or other Awarding Body) it will be issued to you directly or through the relevant training provider.
- Usually QQI certificates are sent around 5 or 6 months after you finish your course. Certificates from other Awarding Bodies for example City & Guilds, Microsoft and ECDL may be issued sooner.

Your certificate is an important document and you should keep it safe. QQI do not issue replacement certificates. If you lose a certificate you might be able to get a Statement of Results.

### **Certification - Standard Based Apprenticeship**

Certification of the Standard Based Apprenticeship is an essential part of the programme and is awarded on a phase basis. There is separate and distinct testing for the off-the-job phases 2, 4 & 6, and work based competence assessment for the on-the-job phases 1, 3, 5 & 7.

Achievement of the required standard is essential before an Apprentice can progress from phase to phase. In phases 2, 4 & 6, practical work, related theory, science, maths and drawing are all tested and the required standard of competence must be attained on all topics if an Apprentice is to progress to the succeeding phase.

If by the end of your course you have not reached the required standard in any of the assessments, you will be called back to re-sit the assessments.



Therefore it is important that you notify the RSTC of any changes in your personal circumstances e.g. change of address, telephone number, employer etc. Failure to do so will delay your Apprenticeship.

Failure to achieve the required standard will result in the candidate's Apprenticeship being terminated.

On successful completion of the Apprenticeship, Apprentices are awarded the National Craft Certificate by the Further Education Training Award Council (FETAC).

### **Certification - Learner Course**

Accreditation - is the process whereby a certificate is awarded to the Learner on the achievement of a pre-determined standard on the course/programme.

Certification – The award indicates the standard achieved or attained by the Learner.

*Certification is issued under the authority of a number of Awarding Bodies:*

- ❖ QQI/Further Education Training Awards Council (FETAC) leading to a Major Award/Minor Component from levels 3 – 6. Certification placed within the National Framework of Qualifications.
- ❖ City and Guilds of London Institute
- ❖ ICS Skills – Equal Skills, ECDL, MOS
- ❖ EIS – Engineering Inspection Specialists

All specific skills training development programmes are certified.



## Environmental Policy



RSTC recognises that good management includes all environmental matters and will ensure that environmental protection and the prevention of pollution are part of all decisions, policies and practices. We shall work towards the following objectives:

- ❖ Manage our unit with diligence and with the awareness that our goal is to protect the environment and prevent pollution, by employing the best control mechanisms, procedures and processes which are proven technologically sound and economically feasible.
- ❖ Comply with relevant environmental legislation and LMETB National Environmental Guidelines.
- ❖ Publish this Environmental Policy internally, communicate it to all staff and post the document on notice boards, and externally to all interested parties on request.
- ❖ Train our staff to achieve continual improvement in environmental performance.
- ❖ Focus on our primary environmental concern: The management of our waste materials.
- ❖ Foster openness, dialogue, enhanced communication and discussion with staff and contractors and all interested parties regarding our environmental performance and our environmental objectives and targets.
- ❖ Measure environmental performance by conducting regular inspections and assessments of compliance with the Environmental Policy, relevant environmental legislation, LMETB Guidelines and the Regional Skills and Training Centres requirements.

RSTC is committed to the recycling of waste materials as per the Environmental Policy. (Please adhere to the rules of this Policy)

Bins are located within the Training Centre and skips outside at the rear and car parks for the re-cycling of waste materials. A sign on the bins\skips will indicate the type of waste material which should be placed into that particular bin\skip, all other waste to be placed into the land fill skip at the rear of the building.



## Computer Hardware & Software

- ❖ Resources to be used responsibly, professionally, ethically and lawfully.
- ❖ Only Training Centre software and memory sticks may be used
- ❖ Use of the internet is for educational or research purposes only
- ❖ The sending or handling of obscene material is prohibited.

You will be given a copy of the Computer Resources & Internet Policy for RSTC. You are requested to study the contents of the form and you will be asked to sign the declaration at the end of the form.



## Maternity Leave

### **I'm pregnant. What leave am I entitled to?**

You are entitled to 26 consecutive weeks' basic maternity leave. Maternity leave is generally taken two to four weeks before the expected birth. You must take at least two weeks before and four weeks after your expected week of confinement. The expected week of confinement is the week that the doctors expect you will give birth. You are entitled to an additional 16 weeks of unpaid leave immediately after your basic maternity leave ends.

### **How much notice should I give to the RSTC about maternity leave?**

You should notify your tutor or Instructor as soon as possible so that we can ensure that we can support you and your requirements during your pregnancy. You must give us at least 4 weeks' written notice that you intend to take maternity leave. You must provide a medical certificate confirming the expected date of confinement.

You must tell us in writing that you intend to take the 16 weeks' additional unpaid leave either:

- ❖ On the date that you notify us that you intend to take basic maternity leave  
*or*
- ❖ At least 4 weeks before the end of the 26 weeks' basic maternity leave period



You must inform us in writing that you intend to return to training at least four weeks before your intended date of return. We will try to facilitate you as far as is reasonably practicable to complete your training. You may have to complete your training at a later date or a different location if your original training programme has finished since you went on maternity leave.

### **Do I get paid Maternity Benefit or Training Allowances while I'm on maternity leave?**

We do not pay Maternity Benefit or Training Allowances during the period of maternity leave. You should contact your local Department of Social Protection office as early as possible to discuss any entitlements that you may be due during your maternity leave. We may advise and give you time to visit your local Department of Social Protection Office once you give us notice that you intend to take maternity leave.

### **Can I take time off for medical appointments?**

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. 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 two weeks' notice of your medical visits. You should show your appointment card if requested by Regional Skills & Training Centre at any time after your first appointment. If you receive a training allowance you are entitled to be paid while keeping these medical appointments for the duration of the course.

### **Can I take time off for ante-natal classes?**

You are entitled to take time off to attend one complete set of antenatal classes during your pregnancy except for the last three classes of the set. An expectant father is also entitled to time off, on a once-off basis, to attend the last two antenatal classes.



## **Health and Safety**

We may ask you for confirmation from your doctor that it is safe for you to continue your training. This will depend on the type of training programme you are doing. If a risk is identified, we may suspend all or part of your training in the interest of Health and Safety.



**Contract between Learner and  
LMETB Regional Skills and Training Centre**

Name: \_\_\_\_\_

1. What will this Training Course offer me?

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2. What do I really want to get from this course?  
(Be as specific as possible.)

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3. What can I personally do to make sure that I get what I want?

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4. How do I normally feel and behave if my expectations are not being met?

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5. Sometimes RSTC LMETB may wish to use in-centre photographs for promotional or publicity events. (Please tick one of the following).

I agree to allow my photograph to be used

☐

I don't want my photograph being used

☐

Signed by Participant:

Signed on behalf of Training Course:

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Date: \_\_\_\_\_

Date: \_\_\_\_\_