

**etb**

Bord Oideachais agus Oiliúna  
Mhaigh Eo, Shligigh agus Liatroma  
*Mayo, Sligo and Leitrim*  
*Education and Training Board*



# **Mayo, Sligo and Leitrim Education and Training Board - Mayo Area**

## **Learner Handbook & FETAC Assessment Guide**

## Quality Assurance

### Mayo, Sligo and Leitrim Education and Training Board- Mayo Area Policy Statement

It is the policy of Mayo, Sligo and Leitrim E.T.B.- Mayo Area to develop and implement an effective Quality Assurance system that demonstrates consistent repetition of good performance using a system of documented procedures, which are known, understood and operated by all personnel.

Mayo, Sligo and Leitrim E.T.B.- Mayo Area's QA system demonstrates our capacity to monitor, evaluate and improve the quality of programmes and services to teachers and tutors as well as learners.

All Mayo, Sligo and Leitrim E.T.B.- Mayo Area providers Quality Assurance systems are approved by FETAC (Further Education and Training Awards Council).

#### What you need to know

On Induction you will be provided with information about your programme and the assessment process from your tutors, However ***it is your responsibility to ensure that you are familiar with all assessment information and ask for clarification on anything that you feel you do not fully understand.***

This handbook includes all assessment policies and procedures. All learners must sign for receipt of the handbook.

# Quality Assurance Policies

## Assessment

### Fair and Consistent Assessment of Learners Policies and Guidelines.

#### Mayo, Sligo and Leitrim E.T.B.- Mayo Area Mission Statement

In line with its mission statement, it is the policy of Mayo, Sligo and Leitrim E.T.B.- Mayo Area to provide a supportive and positive mechanism to ensure that all learners are assessed in an equitable manner and that transparent procedures are evident to guarantee satisfactory outcomes for all stakeholders.

Mayo, Sligo and Leitrim E.T.B.- Mayo Area is committed to ensuring that all methods of assessment are effective in measuring learner attainment in line with documented learning outcomes and that assessment policy and practices are effective in monitoring the validity, equity and reliability of assessment consistent with national best practice.

The planning and recording of assessments is to be carried out in accordance with the awarding body's (FETAC) requirements and centre procedure.

In order to achieve this Mayo, Sligo and Leitrim E.T.B.- Mayo Area has implemented the following documented policies, guidelines and procedures: -

- Admissions Policy
- Mayo, Sligo and Leitrim E.T.B.- Mayo Area VEC Code of Behaviour for Students and Procedures
- Assessment Deadline Policy
- Feedback Policy
- Grievance Regarding A Grade Policy
- Appeals Policy
- Exceptional Circumstances Policy
- Plagiarism Policy and Procedure for corrective action.
- Assessment Malpractice Policy.
- Application for Specific provision.
- Mayo, Sligo and Leitrim E.T.B.- Mayo Area Anti Bullying and Harassment Policy
- Mayo, Sligo and Leitrim E.T.B.- Mayo Area Computer Network and Internet Usage Policy.

## Assessment Information

### Learner Guidance and Information

**It is the learners' responsibility** to follow all guidelines on assessment.

Learners will receive the following information either written or verbally from the teacher delivering each module:-

- The purpose, methods and schedule of FETAC assessment tasks.
- Relevant module descriptors, assessment criteria and deadlines for submission of evidence.
- A copy and explanation of section 9 (Assessment Regulations for Candidates) from NCVA/FETAC "**Regulations for Centres and Candidates.**"
- What elements will and will not count towards interim and final assessment and with what weighting.
- Comprehensive assessment briefs and instructions for all levels.
- The marking and grading conventions used.
- The consequences of assessment, such as decisions about progression and rights of appeal, i.e. grievance regarding a grade form.
- Plagiarism; the definition and the penalties, including examples of acceptable referencing techniques and Procedures for Corrective Action.
- How and when assessment decisions are made. – Feedback Policy, Appeals Policy.
- Policy on late submission of work. – Assessment Deadline Policy, Extenuating Circumstances Policy.
- Standards expected regarding the hand in of work.
- Channels of communication i.e. feedback, query regarding a grade etc. – Grievance Regarding a Grade Form.

### Learner roles and responsibilities

- **Learners are responsible for seeking and ensuring that they are familiar with information on assessment, including deadlines etc.**
- Learners will follow the required procedures for assessment
- **Learners must observe deadlines as notified by the centre for the submission of all assessment work.**
- Candidates must sign a statement on all work to be assessed stating that all projects, assignments, learner records and collections of work/portfolio work presented for assessment are their own original work – **See Plagiarism Policy.**
- Where group projects/assignments have been undertaken, all candidates must indicate which part of the work is their own. The portfolio of each group member should record or contain supporting evidence of the individual's contribution to the group task.

- Learners must not interfere with or damage in any way the work of other candidates.
- Learners must follow the rules and regulations of the VEC and FETAC regarding assessment.
- **Learners should ensure that they keep a copy of their own work. Once handed in assessment work will not be returned to learners**, this is for security of assessment purposes.
- Art and craft work, will be returned to learners, this may be collected at a specified date and time after the appeals deadline has expired – centres will notify learners of these times. If a learner does not collect the work or contact the centre by the specified date, the art and craft work will be destroyed, this is for security of assessment purposes.

## Admissions Policy

This policy is set within the context of The Department of Education and Science, criteria and procedures, The National Qualifications (Education and Training) Act 1999 (NQAI) and The Further Education and Training Awards Council (FETAC), published policies.

This admissions policy is issued Mayo, Sligo and Leitrim E.T.B.- Mayo Area to facilitate lifelong learning and promote opportunities for:

- Access
- Transfer
- Progression

All Mayo, Sligo and Leitrim E.T.B.- Mayo Area centres aim to:

- Provide a fair and transparent system of admissions for all prospective learners.
- Make reasonable provision and accommodation for learners, including those with a disability in accordance with relevant legislation, with due regard to the efficient use of available resources.
- See application for specific provision.

All centres must inform learners of the knowledge skill and competence required for successful application in every programme offered.

Any specific entry requirements for a programme will be stated including appropriate alternative experience or qualifications. These will follow FETAC's guidelines - 'Information for Learners Guidelines for Providers.'

All applications for programmes received in any of Mayo, Sligo and Leitrim E.T.B.- Mayo Area Centres for that programme will be examined by centre staff. All

applicants will be interviewed to ensure that they are suitable for the programme for which they have applied.

Places will be allocated, subject to the prospective learner possessing the necessary knowledge skills and competences to successfully engage in the programme and any additional requirements which may arise from time to time.

## Interview Process

All applicants will be given a structured interview, relevant to the course and the centre to which they have applied. The interview must be recorded on a standard interview form that is relevant to the centre type, e.g. PLC, VTOS etc.

***The interview process should provide the applicant with sufficient and relevant information about the programme for which they have applied so that the learner can make an informed decision.***

The interview will be conducted by centre staff and the prospective learner may be given an assessment to ascertain if they have the level of knowledge skill and competency necessary to successfully engage in the programme. All interviews must be conducted by two people and applicants must sign and date the interview form before leaving the interview.

Following successful interview and or assessment/s learners will be informed of their place on the programme in writing, with details of start date and any other programme information the learner may require.

If a programme is full, the prospective learner may wish to be added to a waiting list and they will be contacted if a place becomes available. If for any reason a programme does not run, or if the programme to which the prospective learner has applied is full then all prospective learners will be notified immediately. If possible prospective learners will be directed to alternative programmes that suit their needs, knowledge, skills and competency levels. All fees paid will be refunded where a place on a programme is not secured.

***It is a requirement of the programme that all fees must be paid by the end of the first month of the programme.***

**If the programme for which you are enrolled requires successful Garda vetting, this must be sought and obtained before commencing Work Experience.**

**If incorrect information is submitted on application forms or as part of part of an application learners will be required to leave the programme.**

## Appeals

Prospective learners wishing to appeal a decision made regarding entry to a programme should complete the Mayo, Sligo and Leitrim E.T.B.- Mayo Area Programme Appeals Form. These forms are available in each centre and from Co Mayo, Sligo and Leitrim E.T.B.- Mayo Area Administrative Offices. The form should be completed and returned to the centre where the original programme application was made. The prospective learner will be informed of the final decision in writing.

## Attendance Policy

Due to the intensive nature of all the courses provided by Co Mayo VEC and all of its centres and the schedule of continuous assessment, **full attendance, as outlined in your timetable is expected from all learners at all times.**

**If you have any problems or concerns in achieving full attendance, please inform your teacher/tutor, the Centre coordinator, Principal/Director or the student guidance counsellor.**

In the case of unapproved absences in excess of 15 days in any academic year, the Centre co-ordinator Principal/Director shall write and inform the participant that unless there is satisfactory explanation, his/her place may be forfeited on the programme and any payments/grants by will cease. Breach of this policy will also be a breach of the code of behaviour for students

## Data Protection

Under the Data Protection Act, personal information recorded electronically must be stored safely and treated as confidential. It may not be used without consent other than for the purpose for which it was gathered.

When completing and signing an application form for a programme learners agree that their data will be shared with consultancy bodies and agencies approved by the Department of Education, Mayo, Sligo and Leitrim E.T.B.- Mayo Area, and all of its centres for purposes of monitoring the impact of courses delivered within the individual programming, for research statistics and/or for tracking learner progression.

Please note this information will never be made available publicly in any way which could identify individual persons.

## **Mayo, Sligo and Leitrim E.T.B.- Mayo Area Code of Behaviour for Students**

**The Code of behaviour aspires to protect the rights of each student and member of Mayo, Sligo and Leitrim E.T.B.- Mayo Area staff. It is designed to ensure that each student's ideas and participation in class is respected and valued by both students and teachers.**

Students and teachers should respect and treat others fairly regardless of Gender, Marital Status, Family Status, Age, Disability, Race, Sexual Orientation, Religious Belief and Membership of the Traveller Community (In accordance with the Equal Status Act 2000- 2004)

- Mutual respect should be shown by all at all times
- In order to facilitate learning, all centres should be free from bullying and harassment for all persons.
- Students must show respect for and not damage or deface Mayo, Sligo and Leitrim E.T.B.- Mayo Area property.
- All FETAC programmes are vocational in nature, preparing learners for the working environment, therefore: - all students are expected to be in attendance every day and are expected to arrive on time before the commencement of all timetabled classes.
- It is the responsibility of all Students to familiarise themselves with the 'ATTENDANCE POLICY' within the Mayo, Sligo and Leitrim E.T.B.- Mayo Area Learner Handbook and FETAC Assessment Guidelines and inform the centre/tutor if they are unable to attend for any reason.
- Students are accountable and responsible for their own work and are expected to adhere to agreed deadlines.
- All students are expected to come to classes properly prepared with all the necessary equipment.
- All students are expected to have their lunch in the designated areas and refrain from eating and drinking in computer rooms.
- All students are expected to observe the department of Health's Directive which forbids Smoking in public places (some centres have designated smoking areas)



- All students are expected to abstain from taking or being under the influence of illicit substances and alcohol whilst on the centre premises or engaged in centre related activities.
- There is no Parking for PLC students. (Some centres have designated areas for Parking – Please ensure that you park in designated Area/s.)
- As a courtesy to fellow students and teachers, **mobile phones must be switched off before class begins.** (Please inform your tutor if your phone must be left on silent for any reason)

<p><b>Procedures for dealing with breaches of the Mayo, Sligo and Leitrim E.T.B.- Mayo Area code of behaviour.</b></p>
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This code of behaviour is set within the context of The Education act and the Code of Behaviour of the relevant PLC centre.

This code of behaviour is to be followed by all learners in the PLC sector; this does not override any rules that may be contained within the school's own code of Behaviour.

If any of the codes as set out in Mayo, Sligo and Leitrim E.T.B.- Mayo Area Code of Behaviour for PLC centres are breached then the following process should be invoked:-

**Informal Stage 1** The learner concerned is informed verbally by their course co-ordinator that they have breached the agreed code of behaviour and how they have breached it. – at this stage the teacher should advise the learner:-

- That their behaviour must improve,
- How best this could be done
- What will happen if they do not comply?

**This stage, although informal is documented.**

**Informal Stage 2** If the behaviour of the learner does not improve then:-

- The student is invited to a meeting with the course coordinator/principal and the class teacher where they are given a formal verbal warning – **this will be documented.**
- They are also given advice as to how they should improve their behaviour
- and the expectations of the centre in that respect.

**Formal Stage 1** If behaviour improves then this is the end of the matter.

**Formal Stage 2** If the learner's behaviour does not improve as agreed to in the formal verbal warning meeting:-

- The learner is invited to a formal meeting with the School principal and course co-coordinator/class teacher where they are given a formal written warning –
- **With clear steps outlined as to the expected improvement in their behaviour and the sanctions should the behaviour not improve?**

**Formal Stage -3** If the learner does not improve their behaviour within the steps outlined in the written warning then this learner will be asked to leave the programme – **this must be done by the principal of the school under the Act and with agreement from the board of management.**

### **Assessment Deadlines Policy**

- All work must be submitted on the agreed deadline date.
- Work not submitted on time will not be accepted or submitted for the purpose of FETAC certification.

Learners who have been prevented from undertaking an assessment activity or who feel that their performance has been seriously impaired due to exceptional circumstances may apply to the teacher/tutor who set the assessment to defer that assessment to a future date within the current academic programme. See Exceptional Circumstances Policy. All requests for exceptional circumstances should be received on/or before the deadline date.

## Exceptional Circumstances Policy

- This enables learners who have been prevented from undertaking an assessment activity or who feel that their performance has been seriously impaired because of exceptional circumstances to apply to defer an assessment to a future date within the current academic programme.
- A learner should request an Exceptional Circumstances Form from the teacher that set and delivered the assessment on or prior to the deadline date.
- If the learner is unable to get to the centre on or before the deadline date, they should contact the centre stating that an assessment (give details of assessment) is due in (date and time) for (teachers name) and they (their name & class) are requesting an Exceptional Circumstances Form – This is posted out to them and should be returned immediately by post or in person.
- On return to the centre the learner must immediately contact who set the assignment regarding the exceptional circumstances. No decision can be made until the learner is back in centre and has made contact with their teacher/tutor.
- The learner will be contacted if feedback is to be delivered to the rest of the learners in the group, and the learner still has not returned to the centres. The learner will be informed that once feedback is given, exceptional circumstances can no longer be granted.
- **All Applications for exceptional circumstances should be received on, or prior to the original deadline date of the assessment.**
- **Exceptional circumstances cannot be granted if feedback for the assessment has been provided.**
- **All work must be submitted by the last working day of April or October.**
- The learner completes an exceptional circumstances form and attaches any appropriate evidence. The form is considered by the programme team and/or principal/director/centre coordinator and a decision is made as to whether the assessment can be deferred. The Programme team and/or principal/director/centre coordinator should consider the circumstances, the nature of the assessment and the quality of the past achievement of the learner, in making the decision to grant consideration for exceptional circumstances.
- If a decision for exceptional circumstances is granted a new date is agreed by learner and teacher/tutor, **(this date must be before feedback is given to other learners and be no later than the last working day of April or October of the current academic year)** for the submission of the assessment and the learner is informed verbally and the submission date is amended on the assignment brief and
- This policy and procedure is in accordance with FETAC’s “Quality Assuring Assessment Guidelines for providers” May 2007.

**N.B. This policy does not apply to examinations and practical skills demonstrations.**

## Practical Skills demonstrations and activities

All learners are notified well in advance of any practical skills demonstrations or activities for assessment purposes.

**If a learner is absent for a practical skills demonstration or activity as part of their assessment, it is not possible to repeat this component of the assessment in that assessment period due to the practical and operational issues involved,** however, a learner may sit the missed examination in the next assessment period for that centre.

## Examinations

If a learner is absent for an examination then **there will be no opportunities provided to re-sit that examination in that assessment period,** however, a learner may sit the missed examination in the next assessment period for that centre.

If you are aware you are going to miss an examination due to:-

- An illness
- Physical injury
- Physical disability or incapacitating illness
- Recent bereavement
- Severe accident
- Terminal illness of a close family member
- Or other extenuating circumstances

Then you should let the centre where you are sitting your exams know immediately. It may be possible for you defer the examination to the next assessment period for that centre **or** it may be possible to sit that exam on another occasion if practical and operational issues permit.

All Assessment activities must be completed before the **last working day of April or October of the current academic year in all centres to permit marking and the FETAC External Moderation process.**

## **Mayo, Sligo and Leitrim E.T.B.- Mayo Area Application for Specific Provision Policy (Reasonable Accommodation)**

The Equal Status Act 2000- 2004, requires Education and training establishments to provide reasonable accommodation to meet the needs of the service user (i.e. learner) who has a disability.

In the context of assessment, reasonable accommodation means that assessments may be adapted as necessary to cater for the needs of learners whose personal situation means that the assessment would be unfair to learners with a disability.

Any adaptation of the assessment should facilitate the learner to demonstrate their achievement of the standards without significantly altering the standard or level of the assessment process.

Special assessment arrangements/adaptations are not intended to and should not reduce the validity and reliability of the assessment or compromise the standard.

If a learner feels that they have specific learning difficulties or disabilities, be it permanent or temporary, they should inform their tutor/teacher, in confidence that they wish to apply for specific provisions to be made during assessments and or examinations in line with FETAC rules and regulations for centres and candidates. Learners should complete the 'Application for Specific Provision' form, and attach any relevant or supporting details or documents. The completed form is then forwarded to the Director/Principal/Centre co-ordinator who will then discuss with the teacher/tutor and/or the learner how best to meet these needs within the budgetary, building and resource constraints of the centre, in line with FETAC Guidelines on Reasonable Accommodation and decide if and how provision can be made on a case by case basis.

### **Feedback policy**

**Aural Feedback (Feedback given verbally)**

All learners receive aural feedback throughout the academic year for each FETAC assessment (this includes – assignment, collections of work, learner record. project and skills demonstrations it does not include examinations). [In PLC centres the policy for aural feedback applies to the first two terms only].

**Written Feedback**

- On the agreed date, the teacher/tutor will arrive with the Feedback Sheet; this provides the learner name, the indicated grade and comments regarding the assessment.

- **The grade given is for one assessment only and is a provisional grade as it has yet to be agreed by FETAC external examiners.**
- Learners should sign the feedback sheet to verify that they have received feedback.

In the event of a learner being unhappy with the grade received they may follow the Grievance Regarding a Grade procedure

- If exceptional circumstances are granted and the assessment is deferred the right to feedback is nullified, however the grade is given at a time convenient to the teacher/tutor, to enable learner progress and to facilitate communication.
- If learners are not present on the feedback date then the right to feedback is nullified, although the grade is given, at a time convenient to the teacher/tutor, to enable learner progress and to facilitate communication.

### **Grievance Regarding a Grade Policy**

Should the learner have a grievance regarding a grade following normal feedback policy (see above) the learner, may follow the following procedure: -

#### **Stage 1**

Following feedback from the teacher/tutor that set and marked the assessment, the learner may make an appointment to discuss this further with that teacher/tutor.

#### **Stage 2**

Should the learner still be unhappy with the outcome of that discussion, they may document the grievance using the '**Grievance Regarding a Grade form**' this form should be submitted **to the teacher/tutor concerned**. The completed form is attached to the assessment concerned so the FETAC External Examiner /**External Authenticator** can see that there is a query over the grade. **The FETAC External Examiner/External Authenticator** will then make a final decision on the final grade.

#### **Stage 3**

Following notification of your final results by FETAC, if the learner is unhappy about a grade they may follow the **Appeals Procedure; details of this procedure will be provided with your notification of results.**

## Appeals policy

### Introduction

The ETB sector has put in place an External Appeals Process for Assessments. The ETB External Appeals Process has been agreed by FETAC and is based on FETAC skills and resources in the management of appeals.

1.1.1 Learners must complete the “**Learner Appeal/s Application Form**” available directly from their college/centre.

1.1.2 A fee of €20 will apply per appeal, payable by Bank Giro to Cork Education and Training Board which will be returned to the learner if the outcome of the appeal is successful.

### 2.1 Information for Learners

2.1.1 Learners are entitled to appeal their result/s awarded for individual modules/components or any aspect of the assessment process.

2.1.2 A learner who wishes to make an appeal must complete and submit a Learner Appeal/s Application Form, available from their college/ centre by (date will be provided by the centre). Appeals received by the college/centre after this date **WILL NOT BE PROCESSED.**

2.1.3 A fee of **€20** is payable in respect of each module/component being appealed. The fee is refundable in the case of successful appeals. Fees should be paid by Bank Giro to: Cork Education and Training Board.

**(Details of appeals process will be provided to all learners on request and with their statement of results letter.)**

2.1.4 The Bank Giro Receipt **MUST** accompany the Learner Appeals Application Form. **APPEALS CANNOT BE PROCESSED WITHOUT THE PAYMENT OF the appropriate FEE.**

2.1.5 The Appeals Application form must be signed by learner and by Centre Director/College Principal /College Deputy Principal.

2.1.6 Only evidence that had previously been presented for assessment and has been retained in the college/centre after the assessment can be part of an appeal. **NO NEW EVIDENCE CAN BE SUBMITTED.**

### Section 3: FETAC National Appeals Process

If a learner is unhappy about the outcome of the appeal carried out by the External Appeals office, they can contact FETAC about the FETAC National Appeals Process.

## **Mayo, Sligo and Leitrim E.T.B.- Mayo Area Policy on Plagiarism**

This policy and procedures applies to all learners of Mayo, Sligo and Leitrim E.T.B.- Mayo Area undertaking FETAC registered programmes.

This policy refers to all levels of FETAC assessment conducted by all Mayo, Sligo and Leitrim E.T.B.- Mayo Area providers.

**Plagiarism:** is defined as deliberately representing someone else's ideas or work as your own. Normally, this involves using someone else's work without giving acknowledgement to the source of information. It is also plagiarism to alter the form and context of the work to conceal the source.

**Normal use of others work:** Learners are expected to use other people's work and ideas. For example, by reference to books, journal articles or use of computer programmes. **However, learners must accurately reference ALL sources of information used.**

**Plagiarism is academic dishonesty. If there is plagiarism in your assessed work this will be brought to the attention of the FETAC external examiners as you have committed unfair assessment practice.**

- Learners must sign a statement on work to be assessed stating that all projects, assignments, learner records and collections of work/portfolio work presented for assessment **is their own original work in their own words.**

Any direct reproduction of text (quotes) be it from any published source e.g. a book, a magazine, a newspaper or the Internet, must be referenced as such using an organised referencing system. Teachers/tutors will instruct learners on a referencing system appropriate to their work.

Plagiarism is:-

- Failing to reference
- copying large tracts of text directly
- Copying another learner's work
- Any learner found to be copying another learner's work will constitute plagiarism
- Copying text from a printed or electronic source will constitute plagiarism unless referenced.
- Enlisting another person(s) to complete an assignment on the learner's behalf;
- Paraphrasing without acknowledging the writings of other authors.



- Quoting directly or paraphrasing the work of others in particular, can arise through careless thinking and/or methodology where learners fail to distinguish between their own ideas and those of others;

In the event that plagiarism is suspected, the learner will be asked by the tutor/teacher to confirm or deny the occurrence.

If the learner admits to plagiarism, the learner will be given zero, for **the area of work that has been plagiarised only**, and no opportunity will be given for the learner to re-submit in that assessment period. **Any work that has not been plagiarised will be marked as normal.**

If the learner refuses to admit to plagiarism, it will be the responsibility of the Director/Principal/Centre co-ordinator to decide if further investigation procedures should be considered. **The teacher/tutor will also report the matter to FETAC External Examiners.**

If two pieces of work that are submitted are identical (copied), both learners are interviewed. If the learner, who copied, admits liability then the original work gets marked as normal and the copied work gets zero, or the part that is copied gets zero.

If neither learner admits liability then both learners get zero for the copied work or copied section of work. The teacher/tutor will also report the **matter to FETAC External Examiners.**

- **Learners have the right of appeal to FETAC on all assessment decisions after the final results are made available.**
- **Any learner found to have violated the Centre's and FETAC regulations on plagiarism in assessment will receive zero (0%) for that area of work and will be reported to the awarding body FETAC. FETAC will then institute their penalties for violation of regulations:**
- Plagiarism is a serious academic offence that must be avoided by all learners

**Where there is evidence to suggest plagiarism in examinations, a formal process of enquiry will be initiated by the centre and FETAC. FETAC will institute their penalties for violation of exam regulations.**

In the event of suspected plagiarism there will be an informal Interview with the teacher and the learner to suggest that there may be irregularities with the work marked and to point out the area of work in question.

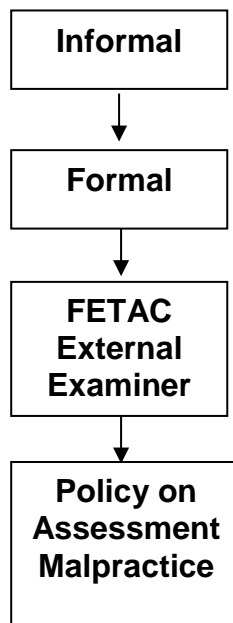
If the learner admits plagiarising an area of work either inadvertently or deliberately then that area of work receives zero.

If the learner denies plagiarism then formal proceedings take place.

A formal meeting is arranged with the learner/s concerned and with another Tutor/teacher in order to ascertain if plagiarism has taken place and to what extent. It is suggested that the learners bring another learner for support. The teacher will bring evidence to support their supposition.

The learner suspected of Plagiarism will have the opportunity to be interviewed by a tutor/teacher with another learner as support, in order to ascertain if plagiarism has taken place and to what extent. The learner has the opportunity to bring along any evidence to support their work. The tutor/teacher will have another tutor/teacher with them. This is a formal proceeding.

**The action follows this process.**



## **Mayo, Sligo and Leitrim E.T.B.- Mayo Area Policy on Assessment Malpractice**

This policy applies to all learners of Mayo, Sligo and Leitrim E.T.B.- Mayo Area undertaking FETAC registered programmes.

This policy refers to all levels of FETAC assessment conducted by all Mayo, Sligo and Leitrim E.T.B.- Mayo Area providers.

**Assessment Malpractice:** is defined as acts which undermine the integrity and validity of assessment, the certification of qualifications and/or damage the authority of those responsible for conducting the assessment and certification.

Assessment Malpractice activities include:-

- Learner plagiarism i.e. passing someone else's work as the learners own with or without their permission, this may involve direct plagiarism of another's work or getting another individual to complete the assessment activity – see plagiarism policy.
- Impersonation of another learner
- Fabrication of evidence
- Alteration of results
- Wrongly obtaining secure assessment material e.g. examinations
- Behaving in any way such as to undermine the integrity of the Assessment Process.

In the event that assessment malpractice is suspected, the learner will be asked by the tutor/teacher to confirm or deny the occurrence.

The centre will bring the alleged malpractice to the attention of the head of centre who will then investigate the incident.

When investigating an allegation of malpractice the head of centre should ensure that it is completed in a sufficient timescale which does not disadvantage the learner against whom an unproven allegation is made.

If the learner admits to assessment malpractice, the learner will be given zero, for **the area of work that has been the subject of the malpractice**, and no opportunity will be given for the learner to re-submit in that assessment period. **Any work that has not been subject of the malpractice will be marked as normal.**

If the learner refuses to admit to malpractice, it will be the responsibility of the head of centre to investigate the matter. And **report the matter to FETAC External Authenticators.**

**Learners have the right of appeal to FETAC on all assessment decisions after the final results are made available.**

**Any learner found to have violated the Centre's and FETAC regulations on Assessment Malpractice in assessment will receive zero (0%) for that area of work\_**and will be reported to the awarding body FETAC. FETAC will then institute their penalties for violation of regulations:

Assessment Malpractice is a serious academic offence that must be avoided by all learners

Where there is evidence to suggest malpractice in examinations, a formal process of enquiry will be initiated by the centre. FETAC will institute their penalties for violation of exam regulations.

In the event of suspected Malpractice there will be an **informal Interview** with learner/teacher to suggest that there may be irregularities with the work marked and to point out the area of work in question.

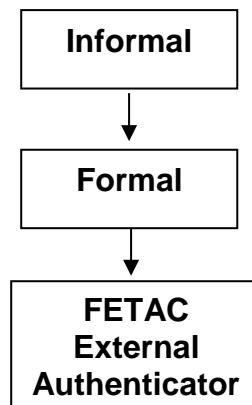
If the learner admits malpractice in an area of work either inadvertently or deliberately then that area of work receives zero.

If the learner denies malpractice then formal proceedings take place.

**A formal meeting** is arranged with learner/s concerned and with Head of centre and County Quality Assurance Co-ordinator in order to ascertain if Malpractice has taken place and to what extent. It is suggested that the learner/s bring a support person e.g. another learner. This support person attends but does not participate in proceedings. The teacher should bring evidence to support their supposition.

**There will be an** opportunity to be interviewed by tutor/teacher with a support person e.g. another learner, this person does not take part in the proceedings, in order to ascertain if Malpractice has taken place and to what extent. The learner has the opportunity to bring along any evidence to support your work. The tutor/teacher will have the head of centre and the Mayo, Sligo and Leitrim E.T.B.- Mayo Area Quality Assurance Co-Coordinator with them. This is a formal proceeding.

**The action follows this process.**



**Mayo, Sligo and Leitrim E.T.B.- Mayo Area  
Anti-Bullying and Harassment Policy**

**Definition of Bullying and/Harassment:**

Bullying is defined as repeated inappropriate behaviour, direct or indirect, whether it is verbal/physical or otherwise, by one or more persons against another or others which could reasonably be regarded as undermining the individual's right to dignity, either in the workplace or in education.

Harassment may be defined as any act or conduct, which is unwelcome or offensive, humiliating or intimidating. It includes any action, which causes a person to feel harassed, alarmed, distressed or fearful that violence will be used against them.

Mayo, Sligo and Leitrim E.T.B.- Mayo Area aspires at all times to protect the rights of each learner and member of staff of all of its centres

All learners' ideas and participation in class should be respected and valued by both learners and tutors/teachers.

Learners and tutors/teachers should respect and treat others fairly regardless of Gender, Marital Status, Family Status, Age, Disability, Race, Sexual Orientation, Religious Belief, and Membership of the Traveller Community, (In accordance with the Equal Status Act 2000-2004)

In order to facilitate learning the centre's environment should be free from bullying and harassment for all persons.

Consideration should be given, in the first instance, to resolving complaints personally.

It may be sufficient for the complainant to raise the matter with the alleged perpetrator, pointing out that their conduct is causing a personal or work related concern.

<p style="text-align: center;"><b>Mayo, Sligo and Leitrim E.T.B.- Mayo Area Anti-Bullying and Harassment Procedures</b></p>
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### **Informal Action**

If personal action is difficult or embarrassing, the complainant may wish to seek informal help from the Centre Director/Principal/ Tutor/Teacher or Guidance Counsellor, who can then advise on the options within the policy and the possible outcomes. This meeting may be held outside of normal class time, if this is felt to be necessary or desirable. Following this meeting, the complainant may wish to talk to the alleged perpetrator, to explain that their behaviour is unacceptable. The Centre Director/Principal/ Tutor/Teacher or Guidance Counsellor can provide assistance and advice for this action. If the treatment continues or it is not appropriate to resolve the problem informally, it should be dealt with through the formal procedure.

### **Formal Action**

Where informal methods fail or are inappropriate to the situation, the complainant should be advised to bring a formal complaint. This may involve the Mayo, Sligo and Leitrim E.T.B.- Mayo Area CEO/Centre Director/Principal/ bringing the complaint forward in line with policy procedures. The complaint should be made in writing and where possible include the name of the alleged perpetrator/s, the type of behaviour complained about, the dates or duration of the behaviour or incidents, names of any witnesses to the behaviour, and action already taken to stop the behaviour.

### **Formal Procedure – Investigation**

1. The alleged perpetrator/s will be given a copy of the written complaint and invited to give a written response(s).
2. Any further investigations, for example written responses from witnesses will be taken.
3. Meetings will be arranged with all parties, either separately or jointly, with a view to resolving the complaint.

4. Complainants and alleged perpetrator/s may be represented by a colleague of their choice throughout the process.
5. If the matter is resolved to the satisfaction of all parties concerned the CEO of Mayo, Sligo and Leitrim E.T.B shall confirm in writing to all parties to the complaint and indicate the matter is concluded.
6. In all other cases the CEO of Mayo, Sligo and Leitrim E.T.B. shall convey his/her findings to all parties. The notification shall indicate whether the allegation is deemed to be upheld or unfounded and action will be taken accordingly.

### **Appeals Procedure**

Each party has the right of appeal. An appeal shall be sent to the appeals Sub-Mayo, Sligo and Leitrim E.T.B.- Mayo Area within 14 days of the issue of the findings. The CEO of Mayo, Sligo and Leitrim E.T.B. shall appoint five members of the Disciplinary Committee.

### **Actions in Relation to Findings**

If the investigators find that bullying/harassment has occurred then management can adopt one of the following actions:-

1. If the investigators deem the bullying/harassment to be of a minor nature and unlikely to recur, the CEO/Centre Director/Principal will speak with the offender and point out the unacceptability of the conduct involved and the policy of Mayo, Sligo and Leitrim E.T.B.- Mayo Area in relation to Bullying and Harassment. This may involve counseling and/or mentoring.
2. If the investigators deem the bullying/harassment to be of a serious nature, or is likely to recur, then a report shall be presented to the CEO of Mayo, Sligo and Leitrim E.T.B., who shall deal with it as a disciplinary matter, if the alleged offender is a learner, or notify the Human Resources Manager if the alleged perpetrator is a staff member, in which case it will be dealt with under Mayo, Sligo and Leitrim E.T.B.- Mayo Area Disciplinary Procedures.
3. There will be no victimisation of the complainant.

**Procedures of Natural Justice underpin all such investigations.**

## **Computer Network and Internet Usage Policy**

The primary purpose of this code of practice is to ensure that all users operate in a safe and secure environment and that computer network and Internet resources are protected from loss, damage and destruction.

This policy applies to all Mayo, Sligo and Leitrim E.T.B.- Mayo Area staff, learners and to others who are authorised to use its computer and network resources whether individually controlled or shared, standalone or networked. The policy also applies to all computer and network facilities controlled or contracted by the Mayo, Sligo and Leitrim E.T.B.- Mayo Area. These include PCs, workstations, servers, communication equipment as well as associated peripherals and software regardless of whether used for administration, teaching, training, research or other purposes.

### **General Rules:**

- Users shall not use Mayo, Sligo and Leitrim E.T.B.- Mayo Area or any of its centres Internet access to download, save, create or transmit unauthorised software, games or other entertainment software, including screen savers or save offensive material.

Software provided by the Mayo, Sligo and Leitrim E.T.B.- Mayo Area or any of its centres may only be used as part of the user's role as a member of the Co. Mayo, Sligo and Leitrim E.T.B.- Mayo Area's staff or for educational and training purposes as a learner of the Mayo, Sligo and Leitrim E.T.B.- Mayo Area.

- Users must not jeopardise in any way, the integrity, performance or reliability of the Mayo, Sligo and Leitrim E.T.B.- Mayo Area's computer and network resources. No attempts must be made to circumvent data protection schemes, 'hack' into systems or interfere with the intended operation of the computer and network resources. Users are warned that gaining unauthorised access to data (including programs) and / or interfering with data belonging to others are offences under the criminal law.
- Users agree to abide by all copyright and licensing agreements for software entered into it by Mayo, Sligo and Leitrim E.T.B.- Mayo Area with other parties. Users shall not copy or use material created by others without acknowledgement, this is plagiarism, or, where appropriate obtain permission from the copyright owner.



It is not permitted to use computer and network resources for inappropriate purposes, which include but are not limited to the following activities:

- Users shall not access, download, save create or transmit any abusive, obscene threatening, defamatory, pornographic, offensive or harassing images or material.
- Users shall not grant another individual unauthorised access to their computer account or attempt to access another's individual computer files.
- Knowingly destroying the integration of computer-based information
- Causing offence to another individual or discriminating on the grounds of gender, marital status, sexual orientation, religious or political belief, age, disability, race, colour or membership of the travelling community.
- Knowing performing any act which will interfere with the normal operation of computers, peripherals or networks.
- Users shall not deliberately waste computer resources.
- Compromising the privacy of others.
- Using the computer and network facilities for unauthorised profit or commercial purposes.
- Users shall not use computer and network facilities for commercial facilities
- Users shall not copyright infringe or download anything illegally, such as music, video and software
- Users may not spend excessive time on social networking sites such as Facebook, Bebo, MySpace or Twitter

## Using E-mail:

E-mail is provided for educational, research and administrative use only. It is not to be availed of for commercial purposes, personal financial gain or significant personal use. Users should be aware that e-mail is neither secure nor guaranteed to be private.

- Users must not send messages, including attachments, which are abusive, obscene, threatening, defamatory, offensive or harassing.
- Users must not access material which is abusive, obscene, threatening, defamatory, offensive or harassing.
- Users must not partake in or promote the sending or distribution of chain e-mail messages or send unnecessary files, which would adversely affect computer and network resources.
- Users must not open e-mail attachments from unsolicited or unknown sources and always check the subject of the message to ensure it is a relevant file.
- Mayo, Sligo and Leitrim E.T.B.- Mayo Area or any of its centres accepts no liability for lost or deleted e-mail.
- Users must not send anonymous e-mail.
- E-mails provided by Mayo, Sligo and Leitrim E.T.B.- Mayo Area or any of its centres should display the following disclaimer on outgoing mail:

Tá an r-phost seo agus aon iatá(i)n atá traiseolta leis rúnda, agus ceaptha don seolaí, amháin. Má fhaigheann duine ar bith eile an teachtaireacht seachas an seolaí, níl sé údaraithe aige/aici an r-phost nó aon iatá(i)n traiseolta leis a léamh, a chóipeáil nó a úsáid. Má tá an r-phost seo faighte agat trí dhearmad, cuir an seoltóir ar an eolas trí r-phost fillte agus ansin scrios amach an teachtaireacht as do ríomhaire.

Rabhadh: Is féidir víris ríomhaire a thraiseoladh trí r-phost. Cé go ndearnadh réamhchúraimí le cinntiú nach bhfuil víris ar bith sa r-phost seo, iarrtar ort do sheiceáil víris féin a chomhlíonadh sula n-osclóidh tú aon iatá(i)n traiseolta. Ní ghlacann Bord Oideachais & Oiliúna Mhaigh Eo, Shligigh & Liatroma le haon dliteanas i leith aon chailteanas nó damáiste ar féidir a tharlú mar gheall ar víris bhogearaí traiseolta trí r-phost.

This e-mail and any attachment/s transmitted with it are confidential and intended for the addressee only. If the message is received by anyone other than the addressee, you are not authorised to read, copy or use the e-mail or any attachment/s. If you have received this e-mail in error, please notify the sender by return e-mail and then delete the message from your computer.

Warning: Computer viruses can be transmitted via e-mail. While precautions have been taken to ensure no viruses are present in this e-mail, you are requested to carry out your own virus check before opening any attachment/s. Mayo, Sligo & Leitrim Education & Training Board accepts no liability for any loss or damage which may be caused by software viruses transmitted by e-mail.

**Websites:**

- If a webpage is inviting contact from other internet users, a generic e-mail address must be used.
- No personal information such as home address, telephone numbers, contact details, or other personal information about a learner, the learner's family or members of staff should appear on Mayo, Sligo and Leitrim E.T.B.- Mayo Area or any of its centres websites.

**Policy Enforcement:**

Users should report any suspected abuse of computer and network resources, or any unpleasant material or e-mail that may come to their attention, as well as any suspected damage or problems with files to the centre director/Principal. Users when requested are expected to co-operate with system administrators and/or other authorised staff in any investigation of system abuse.

Mayo, Sligo and Leitrim E.T.B.- Mayo Area or any of its centres reserves the right to examine any files held on its computer systems.

Any user found in breach of this policy will have committed a serious breach of discipline and shall be liable for legal and Mayo, Sligo and Leitrim E.T.B.- Mayo Area disciplinary procedures.

This document is subject to regular review and will be re-issued when revisions are necessary.

Signed: \_\_\_\_\_

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