



**etb**

Bord Oideachais agus  
Oilúna Thiobraid Arann  
*Tipperary Education and  
Training Board*

**Tipperary ETB**

# **Learner Information Guide**

**Information to support a positive learning journey**



Produced by the FET QA Office

**Plain  
English**  
Approved by NALA



**etb**

Bord Oideachais agus  
Oiliúna Thiobraid Árann  
*Tipperary Education and  
Training Board*

**Learning together**

**Your success**

**Our goal**



Có-mhainithe ag an  
Aontas Eorpach

Co-funded by the  
European Union



**Rialtas na hÉireann**  
Government of Ireland

# Contents

<b>Introduction</b> .....	<b>4</b>
This guide has 2 sections.....	4
Language used in this document.....	5
<b>Section one: Learner essentials</b> .....	<b>6</b>
1.1. QR codes .....	6
How to scan a QR code .....	6
1.2. About Tipperary Education and Training Board .....	6
1.3. Vision, mission and values of Tipperary ETB.....	7
1.4. Finding your way around your centre.....	8
1.5. Your course .....	9
Induction .....	9
Course and award information.....	10
The National Framework of Qualifications (NFQ).....	10
Know what NFQ level your course is at.....	12
Timetable and course staff.....	12
Assessment.....	12
IT systems .....	12
Change of contact details.....	12
1.6. Attendance .....	13
1.7. Equality, respect and dignity .....	15
1.8. Disciplinary procedures .....	16
1.9. Computer and technology usage .....	16
1.10. Health and safety.....	17
Garda eVetting .....	18
1.11. General Data Protection Regulation (GDPR).....	18
What is personal data?.....	18
How Tipperary ETB handles personal data.....	19
Data protection and consent agreements.....	19
Further information and questions about data protection.....	20
1.12. Work experience.....	20
Benefits of going on work experience .....	20
Planning, preparation and practice for work experience .....	21
Monitoring of work experience .....	22
Attendance at your work experience.....	22

Documentation .....	22
Garda vetting .....	23
Insurance .....	23
1.13. Course evaluation.....	23
1.14. Learner complaints procedure .....	23
Definition of a complaint .....	23
Why learner complaints are important .....	24
How to make a complaint .....	25
<b>Learner complaints form</b> .....	26
<b>Section two: Supports for learners.....</b>	<b>27</b>
1.15. Financial information .....	27
1.16. Your teacher .....	27
1.17. Skills development.....	28
Literacy skills .....	28
The FET Digital Library .....	29
Study and Learning Handbook.....	30
Academic skills development .....	30
1.18. Centre guidance and information services .....	31
Centre career guidance.....	31
Tipperary ETB Adult Guidance and Information Service.....	31
1.19. Supports for learners with disabilities.....	31
Adaptations for assessment.....	32
What is 'reasonable accommodation in assessment'? .....	32
Talk to your teacher about reasonable accommodation .....	32
1.20. Learner wellbeing .....	33
Hearing the learner's voice .....	33
FET Digital Library.....	34
Local services.....	34
1.21. Student card .....	34
1.22. Glossary and abbreviations .....	35

# Your learning experience is our top priority

## Introduction

As a new learner, you are now part of a community of Tipperary ETB (Education and Training Board) staff and learners. Together we will help you focus on learning and opportunities whether you are:

- working to achieve a nationally recognised qualification, or
- taking part in professional or personal development or both.

The quality of your learning experience with us is one of our highest priorities.

We place the learner experience at centre stage of everything we do. This is why we encourage you to accept personal responsibility for your learning and to become an active learner. To do this, you need to invest your time, energy and focus and to look for advice or support if you are struggling.

This guide gives you information so you can prepare for your learning journey in Tipperary ETB. Use this guide alongside any centre handbooks, guides and support packs your coordinator and teachers give you. We will update this guide from time to time. You can find the latest version on the [Learner supports](#) section of the Tipperary ETB website ([www.tipperaryetb.ie](http://www.tipperaryetb.ie)).

### **This guide has 2 sections**

**Section 1** of this guide will give you:

- information about Tipperary ETB, and
- information that you need as a new learner on a course.

Section 1 also explains the regulations and procedures relating to learner conduct and responsibilities. We include this to make sure you understand what we expect from you.

**Section 2** of the guide gives you information about learner supports and welfare and how to access them.

## Language used in this document

Throughout this document, 'you' means the learner or student and 'we' means Tipperary ETB. The 'centre' is where you attend or access your course. The term 'teacher' means teacher, tutor, trainer, instructor, adult educator or learning practitioner.

(Please note that in our Quality Assurance policies and procedures the teacher is called the 'Learning practitioner'.)

## Focus now on taking part in your course

For now, your focus should be to take part in your course and to develop your knowledge, skills and competences to the best of your ability. You will have the continuous encouragement and support of your teacher and Tipperary ETB staff.

## Please give us your feedback

At some point in your course, we will invite your feedback and encourage you to contribute. You can email [learnervoice@tipperaryetb.ie](mailto:learnervoice@tipperaryetb.ie) at any time with thoughts or queries.



**Good luck!**

We would like to take this opportunity to wish you the very best of luck with your course.

## Section one: Learner essentials

### 1.1. QR codes

A QR code is a link that looks like a barcode that you can scan to go directly to a particular website, picture, video or file. We have included the QR code and direct links to information, so you can use whichever is easiest for you.

#### How to scan a QR code

1. Using your mobile phone (or other device), open the camera by tapping on the camera icon from your home screen.
2. Hold your phone steady for 2-3 seconds over the QR Code that you want to scan.
3. Click on the notification (link that pops up) to open the content of the QR Code.

#### Sample QR code

Here is the QR code for Tipperary ETB's home page:

<http://tipperary.etb.ie/further-education/adult-guidance-in-education-service/>

QR Code






### 1.2. About Tipperary Education and Training Board

Tipperary ETB is one of 16 Education and Training Boards (ETBs). ETBs are state-supported providers of education and training services. Tipperary ETB is responsible for education and training, youthwork and other functions. We manage and operate further education and training in a variety of different centres and locations.

We serve the entire county of Tipperary. Our courses and services are open to adults aged 16 years and over. Our courses are available part-time or full-time, during the daytime and evening. While many courses are classroom-based, some are partly delivered or assessed (or both) in the work setting.

We offer accredited courses from Level 1 up to Level 6 on the National Framework of Qualifications (NFQ) – see Section 1.5. We also offer unaccredited courses.

To get more information about courses including locations, durations, start dates and contacts, there are a number of options available to you as you can see in the table below.

<b>Where to go for more information</b>	
<b>Ask your guidance or careers counsellor in your centre and see the links below.</b>	
<b>For more information on our adult guidance and information service</b>	
Direct web link: <ul style="list-style-type: none"><li>• <a href="#">Adult guidance and information service</a></li></ul>	QR Code 
<b>Further Education and Training Course Hub (FETCH)</b>	
Direct web link: <ul style="list-style-type: none"><li>• <a href="http://www.fetchcourses.ie">www.fetchcourses.ie</a></li></ul>	QR Code 
<b>Our Facebook page</b>	
Direct web link: <ul style="list-style-type: none"><li>• <a href="#">Facebook page</a></li></ul>	QR Code 

### 1.3. Vision, mission and values of Tipperary ETB

We focus on providing education that is inclusive and includes:

- care
- excellence
- respect
- equality
- community.



This is reflected in our vision, mission and values.

## **Vision**

**To be a progressive organisation that enriches lives, offering innovative education and training opportunities to all.**

## **Mission**

**Tipperary ETB provides a quality education and training service, which creates diverse opportunities enabling learners and communities to unlock their potential.**

## **Values**

- **Inclusive**
- **Innovative**
- **Professional**
- **Respectful**
- **Transparent**

### **1.4. Finding your way around your centre**

As a learner embarking on a new educational journey, you may be excited and nervous about starting your course. To help you settle in, there will be a general introduction called 'induction'. This will:

- give you information about your centre and staff, and
- introduce you to the range of learner supports and facilities that are available to you.

For example, we may show you the:

- canteen
- computer rooms
- guidance and careers service (if available)
- parking arrangements (if available).

If at any time you have queries about your centre, please do ask a staff member.

# Getting the most from your course

## 1.5. Your course

### Induction

As a new learner, we will ask you to attend an induction. An induction is an introduction to the course. Induction is important as it gives you an opportunity to get to know other learners and staff. It also helps you to understand more about the services and procedures in operation in your centre.

At the end of the induction, the centre may ask you to sign a checklist to say that you understand what has been covered.



Four learners enjoying a typical class

## Course and award information

Your coordinator will tell you whether your course leads to an award. If it does, they will give you information about:

- the name of the awarding body
- the title of the award or qualification.

They will also tell you if your course is recognised by the National Framework of Qualifications (NFQ), and if so, the award type and NFQ level.

They will tell you if you can use your course towards further education. If it is, they will tell you how you can do this. For example, for:

**Access:** How you can use your previous, experience or certification to claim an exemption for completing some parts of the course (if possible).

**Transfer:** See what transfer opportunities are available at the same NFQ level.

**Progression:** When you successfully complete the course, your teacher or coordinator can tell you about other opportunities to use your award to gain higher-level qualifications.

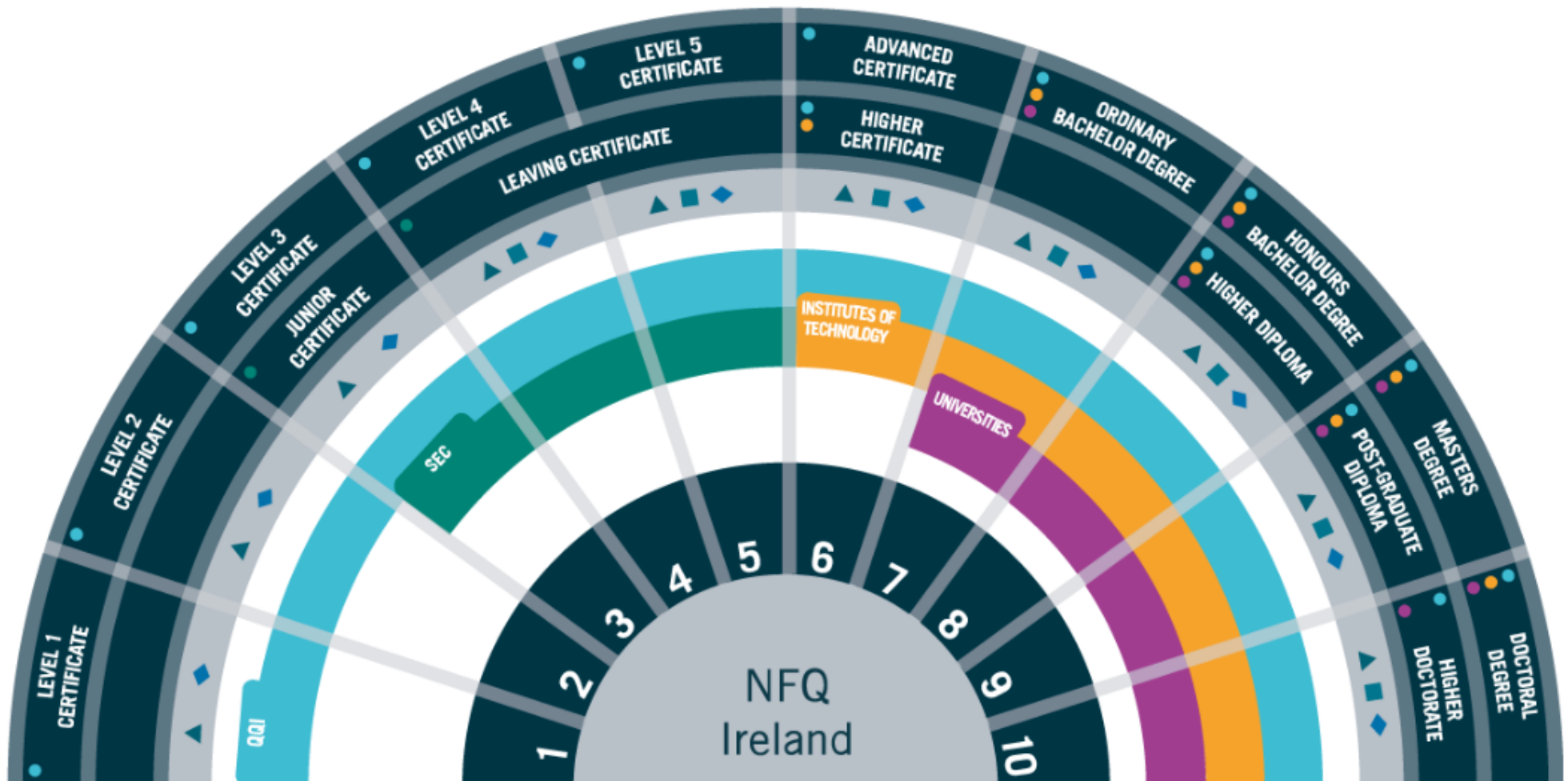
## The National Framework of Qualifications (NFQ)

The NFQ classifies and compares qualifications. The NFQ has 10 levels as you can see in the image on the next page. Each level has specific knowledge, skill and competence associated with it and that you need to achieve to get a particular qualification at that level.

Level 5 is the regular Leaving Certificate award. Higher levels cover some of the courses Tipperary ETB provides and courses in other third-level institutions. Tipperary ETB provides courses on the QQI framework at levels 4, 5 and 6.

The NFQ is useful as it shows how you can move from one level to the next when you meet the requirements for that level.

The National Framework of Qualifications (NFQ) [National Framework of Qualifications | Quality and Qualifications Ireland \(qqi.ie\)](http://NationalFrameworkofQualifications|QualityandQualificationsIreland(qqi.ie))



## **Know what NFQ level your course is at**

If you are doing a certified course, make sure that you understand what level your course is at and if it is on the NFQ. It is important to know this, so that you can progress after you complete your course with us.

## **Timetable and course staff**

Your coordinator will let you know:

- the timetable of your classes
- location or locations of your classes
- which teacher is delivering your modules.

## **Assessment**

If you are a learner doing an accredited course, you will need to know how you will be assessed. Tipperary ETB has a separate guidebook that contains all the information you need about assessment. This guide is called the '[Learner Guide to Assessment: all you need to know about assessment for certified courses](#)'.

## **IT systems**

We will give you access to a Tipperary ETB email address and an MS Office account if you need it for your course. Other IT systems and platforms may also be used on your course, for example, Moodle and MS Teams.

There is a computer usage policy that outlines the rules and requirements for the safe use of our IT systems. Your coordinator or teacher will tell you about the computer usage policy.

## **Change of contact details**

If you change your contact information such as address or mobile phone number, please notify your centre as soon as possible. It is important that we have up-to-date contacts for you, so that you receive all necessary communications from your centre and from Tipperary ETB.

# Attending, respect and discipline

## 1.6. Attendance

You give yourself the best opportunity to learn and the best chance to succeed in your course when you attend all:

- your classes
- workshops
- field trips
- work placements.

The number of attendance hours required per week will vary depending on your course. Your coordinator will give you the details.

For some courses, your attendance is linked to your grant payment or training allowance. This means that if you are absent, you may not get the full amount for the week or month.

For some certified courses, you must attend a certain amount or your work will not be assessed. This means that if you fail to meet the attendance requirements, you may be unable to get certification. Make sure you know what attendance is required for your course.

Each centre has its own attendance policy, which the centre will explain to you at induction. You may be absent from time to time. If you are, you can discuss your particular circumstances with your coordinator or teachers. They will do their best to guide and support you.

### **Don't drop out – drop in and chat!**

Please talk to us if you are struggling.

We may well be able to help you. We can tell you about supports you can use or put you in touch with guidance or other advisory services.

### **Absence due to illness**

If you are absent because you are ill, you may need to show the centre a medical certificate. The centre may also ask for proof of appointment(s) for other types of absences, for example, dental appointments or court services. If you are absent, we expect you to make every effort to catch up on missed work.

### **Low attendance**

Each centre, in line with their attendance policy, will monitor attendance and will want to talk to you if your attendance is low. The centres keep and review attendance records and high absences may result in you losing your place on the current course. This means you may need to reapply.

### **Punctuality**

Finally, punctuality is important so that you don't miss out on any learning. Being on time also shows respect to your fellow learners and your teachers.











**These learners attended their courses on time and graduated! You can too.**

## 1.7. Equality, respect and dignity

We have an Equality Policy and Code of Practice in place for all staff and learners. It respects diversity and makes sure that our places of learning and work are free from discrimination and harassment. This helps us make sure that our centres are a positive and respectful learning environments for everyone.

We support positive and safe learning, so each centre has policies relating to equality and anti-bullying. The centre will explain these to you at induction. These policies apply to all learners while on ETB or centre premises. They also apply when away from the centre as part of the course, for example, on trips and work placements.

<b>We will not tolerate any of the following behaviours</b>	
<b>Intimidation, including aggressive body language</b>	
<b>Verbal or physical abuse</b>	
<b>Bullying, including cyber bullying</b>	
<b>Aggressive or obscene language</b>	
<b>Racist comments</b>	
<b>Excluding or isolating anyone</b>	
<b>Conduct which disrupts:</b> <ul style="list-style-type: none"> <li>• teaching</li> <li>• learning</li> <li>• study</li> <li>• assessments</li> <li>• field trips</li> <li>• guest speakers</li> <li>• work placements</li> <li>• any situation where Tipperary ETB is being represented.</li> </ul>	
<b>Any other inappropriate behaviour, for example, being under the influence of drugs or alcohol</b>	



## 1.8. Disciplinary procedures

We have policies in place to make sure that you are learning in a safe and respectful environment. In some centres, this is called the Code of Behaviour; in others, it's called the Code of Conduct. We explain these to you at induction.

These tell you the standards of behaviour expected and the behaviours that are unacceptable. If a learner does not meet the standards of behaviour we expect, the centre will use these codes and the disciplinary procedure to support the learner to improve their behaviour.

You must make sure you understand these procedures so that all aspects of the course and your experience will be positive. The centre may dismiss the learner from the course where they:

- continually behave poorly in a way that affects the learning environment, or
- seriously breach the code of conduct.

If any learner is excluded from a course, they may appeal the decision.

## 1.9. Computer and technology usage

As a learner on a Tipperary ETB course, you will probably have access to a range of computers, technology, equipment and facilities. You will need to know how to operate in a safe and secure environment while on your course. You will also need to know how to protect the ETB's networks and resources from damage, loss or destruction.

That is why each centre has a policy on computer and technology usage. Your centre will tell you about this policy. All learners must follow this policy to make sure they use technology in a way that is:

- responsible
- professional
- ethical
- lawful.



# Stay healthy and safe

## 1.10. Health and safety

Health and safety is everyone's responsibility. Any lapse of care and attention can cause injuries and damage property. Learners should know that they have a duty under the Safety, Health and Welfare at Work Act, 2005 to help Tipperary ETB to maintain a safe place to work and learn.

Health and safety includes:

- behaviour towards others
- work areas, tools, equipment and kits
- premises – indoors and outdoors
- fire safety
- substance misuse
- smoking
- use of mobile phones and personal devices
- Garda vetting (see below).



At your induction and at various other points your course, the centre will tell you how to look after your own health and safety and that of others. The subject-specific teacher will inform you about the health and safety requirements in your subject area. Learners must also follow all health and safety rules when on field trips, on placements or when in other situations as part of the course.


We expect you to respect all centre property and equipment.

You are responsible for your personal belongings. Tipperary ETB accepts no responsibility for damage, loss or theft to any of your personal belongings.

We will treat anything that anyone does to affect our health and safety management as very serious. We may take disciplinary action as a result.

## Garda eVetting

All Tipperary ETB learners with access to children and vulnerable people must be Garda vetted. Your coordinator will tell you if you need to be Garda vetted as part of your course.

Garda vetting	
Garda vetting must be done electronically (eVetting) <a href="http://tipperary.etb.ie/further-education/adult-guidance-in-education-service/">http://tipperary.etb.ie/further-education/adult-guidance-in-education-service/</a>	QR Code 

**Your personal  
data is  
important**

### 1.11. General Data Protection Regulation (GDPR)

#### What is personal data?

Once you register on a course in Tipperary ETB, personal data (information) about you will be collected, processed, shared, or kept or all of these. Examples of personal data include your:

- name
- address
- phone number
- date of birth
- PPSN
- gender
- education
- evidence of disability for reasonable accommodation
- other personal information.

## How Tipperary ETB handles personal data

### You agree to us **processing** your personal data

When you apply for or attend a course with us, you must agree to us processing your personal data. This includes sensitive personal data that we collect so we can coordinate, evaluate, fund and organise our courses. We do this in compliance with Irish and EU Union law.

This sensitive information include things like race, ethnicity and nationality. It gives SOLAS, the Department of Education and relevant EU bodies statistical data on enrolment and graduates of the FET sector. (FET stands for Further Education and Training.)

### You agree to us **sharing** your personal data

When you apply for or attend a course with us you must agree to us sharing your personal data:

- within the organisation
- with third parties in the FET sector.

Other people or organisations may monitor and report on what we do when it is related to European Union co-funded operations.

We may have to reveal your personal data to comply with reporting obligations where you are taking part in a European Union co-funded programme. This will allow monitoring, reporting and evaluating of programmes. SOLAS may also disclose your personal data to Governmental, regulatory, and public bodies.

There may be other legal reasons when we will also need to share your personal data such as when we request certification for you.

### You agree to us **keeping** your personal data

When you apply for or attend a course with us, you must agree to us keeping some of your personal data on file. Some of it, we will keep for a short time only, for example, we will destroy some data at the end of an academic year when it is no longer needed. Some data we keep for longer, for example, after you leave or otherwise finish your studies with Tipperary ETB.

## Data protection and consent agreements

### 1. Learner detail form

First, in order to become a learner on a Tipperary ETB course you filled in the [‘Learner detail form’](#) or completed the [Fetchcourses](#) registration. By doing this, you confirmed that you had read and understand how we use and share the personal information you provide.

## 2. Induction and during your course

Second, at induction and various other points in the course, we will give you relevant data protection information. If you are doing a certified course, we will ask you to sign various awareness statements and consent agreements. This means you give permission to the centre and Tipperary ETB to share your personal data with the awarding body for certification.

## 3. Tipperary ETB data protection policy

Third, we explain how we collect and use your personal data in our:

- [Tipperary ETB's data protection policy](#)
- [The Privacy Notice \(Data Protection Statement\) for Students \(and their Parents/Guardians\)](#)
- PLSS Data Protection Statement which is at the end of the [Learner detail form](#). (PLSS stands for Programme Learner Support System and this is a software application that collects and processes (uses) the personal data of learners using our services).

### Further information and questions about data protection

If you need any more information or have questions about data protection, please contact Tipperary ETB's Data Protection Office by email: [dataprotection@tipperaryetb.ie](mailto:dataprotection@tipperaryetb.ie)



### 1.12. Work experience

Work experience is an essential part of many further education and training courses in Tipperary ETB. In some courses, you must complete work experience to gain certification.

#### Benefits of going on work experience

Going on work experience gives you the chance to:

- see what the world of work is like in general
- learn more about the area or industry, for example, the latest technologies and equipment
- see how the theory parts of your module link to real practice
- practise and further develop the skills that you have learned in class
- build contacts for employment opportunities
- do work experience that you can put on your CV.

## **Planning, preparation and practice for work experience**

Your centre will work to prepare you for work experience.

### **Exploring suitable options**

Before you go on work experience, the centre will make sure that they are satisfied with the employer and the place of work. The centre will check that the workplace complies with health and safety and employment regulations.

### **Preparing for work**

Your teacher will help you to be more 'work ready'. This includes helping you to:

- look for work experience
- write a CV and cover letter
- prepare workplace skills
- manage your expectations.

Everyone working with the ETB will encourage and support you so you can take an active role in finding your own work experience.

Make sure your teacher or coordinator knows of any disabilities or special needs you have, so that they can link with the work placement to see particular arrangements can be provided.

### **How to act professionally**

We will give you the information you need so you can act in a professional manner at all times during your placement. Your teacher will explain general workplace requirements. They will tell you about an employer's expectations in relation to, for example:

- attendance and punctuality
- health and safety
- data protection
- appropriate clothes
- confidentiality.



### **Parental consent**

If you are under 18 years old, you will need consent from your parents or guardians before you can go on a work placement.

### **Monitoring of work experience**

Work placements are an important part of the learning environment. We have quality assurance procedures in place so that your work experience is as meaningful, valuable and safe as possible.

As part of our quality assurance while you are on work experience, a representative from your centre will contact your work experience supervisor. This can be a visit, a phone call or a remote meeting. They will talk to them about how your placement is going and what you are achieving. You can also discuss your progress, including any issues you have, with your teacher.

Your workplace supervisor may also talk to you about your progress, achievements or challenges. Please note that employers can confidentially contact your centre with any queries, issues or concerns they may have.

### **Attendance at your work experience**

For some certified courses, you must attend work experience. Make sure you know the work experience requirements of your course.

### **Documentation**

If you are doing a certified course, you must collect, obtain, or keep work experience documents during your placement. This may be, for example, time sheets, reports and learning diaries. Your teacher will tell you what you need.

## **Garda vetting**

If your work experience is in a setting where there are children or vulnerable adults, you must complete Garda vetting. In these settings, you must have Garda vetting before you can start work experience. See [section 1.10 on Garda eVetting](#).

## **Insurance**

We will provide you with a 'liability indemnity letter' to give to your employer. This means you will be covered by insurance while working for them.

### **1.13. Course evaluation**

At the end of the course, you need to complete a course evaluation form. During longer courses, you may need to do this during the course. The centre and Tipperary ETB may ask you to tell us what you think about:

- your course
- the learning environment
- the learning resources and supports
- anything else that we would like your feedback on.

Please take the time to give your feedback. Your feedback is very important and will be used to help to improve future services, courses and their delivery.

### **1.14. Learner complaints procedure**

At Tipperary ETB, we welcome and encourage all feedback from you. You will not be disadvantaged in any way if you make a complaint or give us suggestions for improvement.

#### **Definition of a complaint**

You may make a complaint if you are dissatisfied with the standard of:

- service
- treatment
- action
- decisions taken.



## Why learner complaints are important

Complaints are an important source of information on how well Tipperary ETB's courses and services are performing. Feedback gives us information so that we can make any necessary changes and improvements to enhance the learners' experiences.

**I need...**

**Where do I go?**

**Am I supported?**

# Your Voice Matters

Get Involved  
email : [learnervoice@tipperaryetb.ie](mailto:learnervoice@tipperaryetb.ie)

**Is this for me?**

**Am I included?**

**What is this about?**

The learner voice forum is a representative group for learners of Tipperary ETB. It gives learners the opportunity to turn ideas into actions.

**We are Stronger Together**

# How to complain

## How to make a complaint

### Each centre has a complaints procedure in place

If you make a complaint, your teacher will communicate with you in an open and respectful way. They will work with you to quickly resolve the matter fairly.

#### 1. First talk to your teacher

We encourage you to raise your complaint informally at first. So, talk to your teacher or coordinator as early as possible.

#### 2. If necessary make a formal complaint

If your complaint is not resolved following this, you can follow the procedure in your centre for making a complaint. Your centre will give you the procedure for learner complaints at induction or early on during your course. You may have to send in your complaint in writing or complete a complaint form.



#### 3. Relevant people contacted

If the complaint relates to a person, the centre may contact this person as part of the review.

#### 4. You will be told about the outcome of your complaint

The centre will contact you about the outcome of your complaint. If you are unhappy with the outcome, you can bring the complaint to Tipperary ETB's senior management.

To do this, complete this form [Learner Complaints Form](#) (also on next page). You can email it to either:

- [nenagh@tipperaryetb.ie](mailto:nenagh@tipperaryetb.ie) or
- [clonmel@tipperaryetb.ie](mailto:clonmel@tipperaryetb.ie)

In the subject line, mark your email with the words:

**'Complaint from learner'**

For complaints made by parents or guardians of learners against a Tipperary ETB staff member, please use the [Tipperary ETB's Complaint Procedure](#)

QR Code



## Learner complaints form

You may attach copies of any documents or correspondence that are relevant to the complaint.

### Learner contact details

First name:

Last name:

Contact number:

Email:

### Learner centre and course details

Name of the centre that you were attending that you wish to make the complaint about:

Address of the centre:

Name of the course that you were registered on:

### Details of the complaint

Please be specific and include dates, locations and witnesses if appropriate.

### Signature

Signed:

Date:

# Support will help you succeed

## Section two: Supports for learners

### 1.15. Financial information

Many Tipperary ETB courses are provided free, however, some courses have fees, or charges for materials or both.

#### Allowances and grants

You may be eligible for financial assistance like an allowance or grant. This depends on the type of course that you are enrolled in. Other allowances that you may be eligible for include:

- travel
- meals
- accommodation.

Talk to your teacher or your course coordinator if you think you may qualify for financial assistance.



Tipperary ETB pays all allowances and grants electronically, so you must provide bank account details to receive payment.

---

**Childcare places may be available through the National Childcare Scheme (NCS). If you think that you may be entitled to childcare, please view the website on:**

- [Home - Applicant Portal \(ncs.gov.ie\)](https://www.ncs.gov.ie)
- 

### 1.16. Your teacher

A suitably qualified and experienced teacher is employed to provide you with a quality-assured learning experience. They will support you in your learning journey throughout your course. Your teacher should generally be your first point of contact for anything you need.

## 1.17. Skills development

### Literacy skills

#### The Adult Learning Scheme

The [Adult Learning Scheme](#) is a basic education service for two types of learners. Learners with unmet literacy needs and learners who wish to improve their basic skills and work towards accreditation.

See more about [contact details and locations of this service](#) in Tipperary ETB.

#### For more information

##### Tipperary ETB – Adult learning lessons

Direct web link:

- [Adult learning lessons](#)

QR Code



##### Tipperary ETB Adult Learning Scheme Facebook page

Direct web link:

- [Facebook page](#)

QR Code

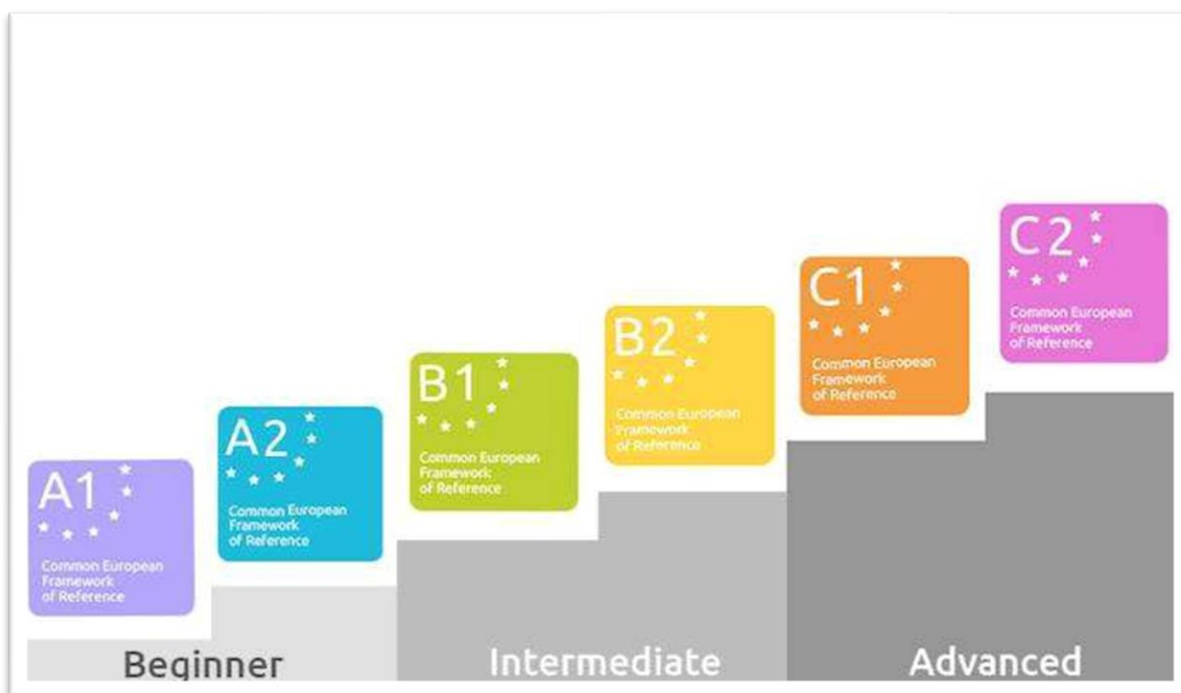


#### The Common European Framework of Reference (CEFR) for Languages

Tipperary ETB provides English courses for speakers of other language services or courses. We offer non-accredited courses for learners who are new to the Roman alphabet (pre A1). We also offer QQI reading, writing, listening and speaking (Levels 1 and 2) accreditation for level A1/A2 and we offer Cambridge KET and PET for A2/B1 and B1/B2 learners.

How we assess a learner's English language level is in line with the Common European Framework of Reference for Languages, also referred to as CEFR. The CEFR is an international standard for working out how well you know a language. When we know your level of English, we know how well you will suit a course. For more information about QQI and CEFR, you can talk to your teacher as well as the staff in the Tipperary ETB Adult Guidance and Information Service.

The six levels within the CEFR are A1, A2, B1, B2, C1 and C2.



### Common European Framework of Reference for Languages (CEFR)

Direct web link:

- [Common European Framework of Reference for Languages: Learning, teaching, assessment \(CEFR\) \(coe.int\)](https://www.coe.int/t/t09/Linguistic/CEFR/CEFR.asp)

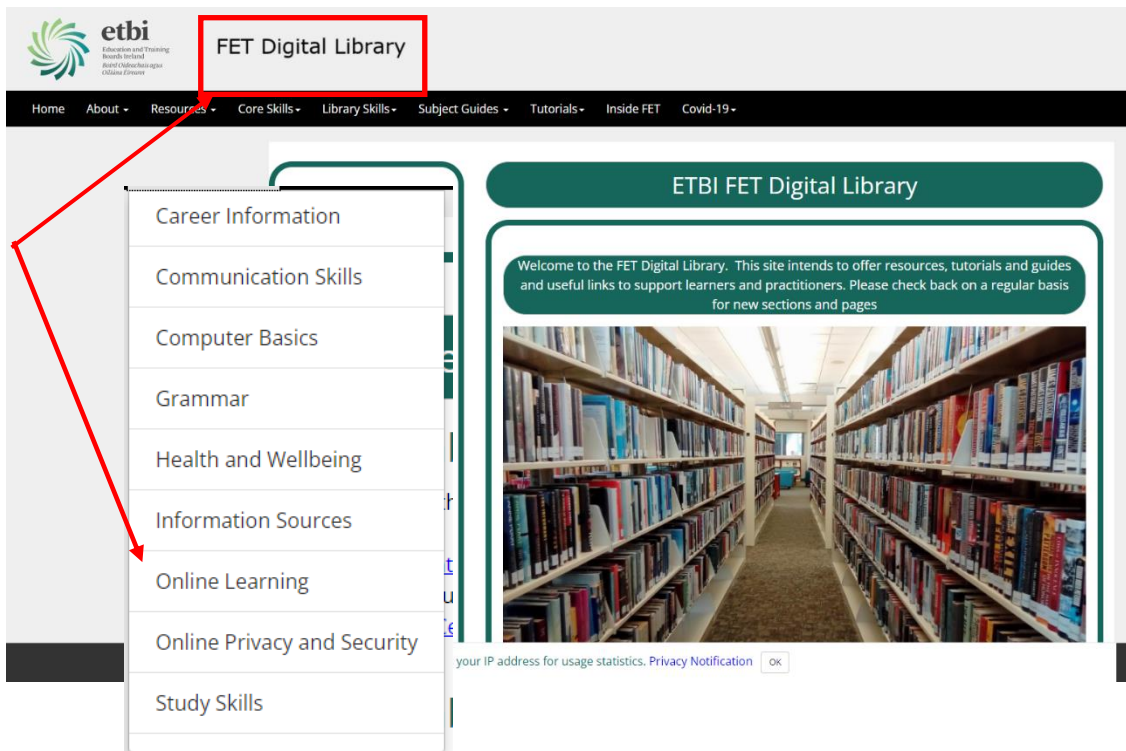
QR Code



### The FET Digital Library

The [FET Digital Library](#) contains a useful range of resources that you may find useful to develop core skills. Core skills include:

- computer skills
- communication skills
- grammar
- online learning
- security.



## Study and Learning Handbook

The [Study and Learning Handbook](#) for FET courses is a useful guide to help you make the most of your time while studying.

This guide looks at individual learning styles, strengths and weaknesses and provides useful study tips and other supports.

### Academic skills development

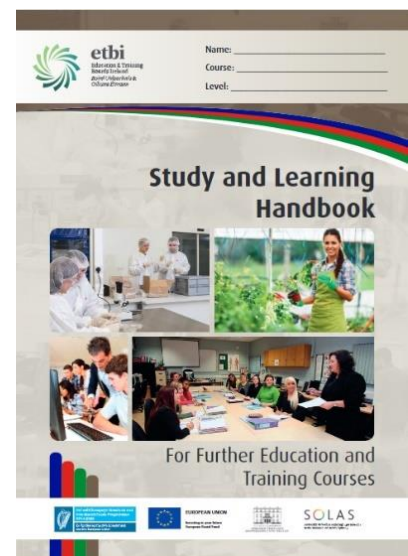
To help improve your academic skills, you may find the following resources useful.

#### FET Digital Library

The [FET Digital Library](#) offers a range of resources, tutorials and guides and useful links that will help you to develop your academic skills.

#### Academic Writing Handbook

The [Academic Writing Handbook](#) is a useful guide to help you to develop good academic writing skills.



## Referencing Handbook

The [Referencing Handbook](#) is an essential resource for learners, particularly if you are studying Level 5 and 6 courses. It explains how to reference the different sources of information.

### 1.18. Centre guidance and information services

#### Centre career guidance

Some centres have career guidance services on site. Once you complete your induction, you will know what type of careers guidance is available in your centre and how and when you can access it.

#### Tipperary ETB Adult Guidance and Information Service

The Tipperary ETB [Adult Guidance and Information Service](#) is another useful service to know about. It offers impartial and confidential information and guidance on the educational options that are available to you. The service aims to help you to make the right decisions about returning to education and training. See contact information below.

#### For more information

##### Adult Guidance and Information Service

Direct web link:

- [Adult Guidance and Information Service](#)

QR Code



### 1.19. Supports for learners with disabilities

When you are accepted onto a Tipperary ETB course, we encourage you to discuss any special needs or disabilities with staff. This will allow centres to consider appropriate supports for teaching, learning and assessment.

It is important that you discuss your needs with centre staff as soon as possible.



## Adaptations for assessment

### What is 'reasonable accommodation in assessment'?

'Reasonable accommodation in assessment' means that we can adapt the assessment to meet the needs of learners with specific disabilities who would otherwise find the assessment to be unfair. The particular arrangements that need to be made are then called 'reasonable accommodations'.

Here are some examples of reasonable accommodations that we can consider:

- learners with a learning difficulty
- learners who are deaf or have a hearing impairment
- blind or visually impaired learners
- learners with a physical difficulty
- learners with a mental health condition, sensorial or behavioural difficulties.

Here are some examples of where we cannot provide reasonable accommodation in assessment, as these are not classed as disabilities:

- learners who have English language support needs
- learners who have literacy needs.

### Talk to your teacher about reasonable accommodation

If you need more information, you should talk to your teacher or coordinator in your centre. Please note that information on the website is the main document that centres use, so you may find it quite technical and detailed.

#### For more information

##### Reasonable accommodation in assessment

Direct web link:

- [Reasonable accommodation in assessment](#)

QR Code



##### Learner Guide to Assessment – see the section on reasonable accommodation in assessment

Direct web link:

- [Learner Guide to Assessment: all you need to know about assessment for certified courses](#)

QR Code



## 1.20. Learner wellbeing

In Tipperary ETB, we support the wellbeing of our learners. By being well and doing well, you will be better able to achieve your full potential.

### Hearing the learner's voice

During the year, we hold learner events and meetings to make sure we hear the voice of learners. Some of these are larger annual events and others may be smaller events that take place in different locations or over online meetings (the learner forum). The learner forum is designed to make sure that our further education and training gets feedback from learners. We use learner feedback to improve quality and the learner experience. All learners on all courses are offered the opportunity to take part in the learner forum and have their voice heard.

At these learner events and meetings, learners are asked to contribute on everything of concern to learners overall and on those that impact smaller groups of learners.



These learners attended one of our annual learner voice events (supported by AONTAS)

**For more information and how to take part in the learner forum**

**Learner Forum**

Email:

[learnervoice@tipperaryetb.ie](mailto:learnervoice@tipperaryetb.ie)

## **FET Digital Library**

You will also find supports on wellbeing online on the [FET Digital library](#).

## **Local services**

Your coordinator and teachers will also have connections to local services in your area. For example, psychological support services.



**Get your  
student card**

### **1.21. Student card**

You can apply for an ISIC International Student Identity Card as a Tipperary ETB learner in any of our centres. The student card allows for discounts on travel, sport and some retail outlets and entertainment. Contact your coordinator or teacher for details of the application process. Or, you can contact Tipperary ETB on 051 640 746.

## 1.22. Glossary and abbreviations

<b>ETB</b>	Education and Training Board
<b>FET</b>	Further Education and Training
<b>GDPR</b>	General Data Protection Regulation
<b>NFQ</b>	National Framework Of Qualifications
<b>QQI</b>	Quality And Qualifications Ireland
<b>SOLAS</b>	Further Education and Training Body that oversees ETBs and other agencies

## Document Control

Dates:	Created: Sept 2022
Created by:	Quality Assurance Office
Approved by:	Quality Assurance Steering Group
Versions:	V1.0

## Revision Summary

Revision type:	Update <input type="checkbox"/>	Review <input type="checkbox"/>
Version		
Summary of changes		