



1. PURPOSE AND POLICY CONSIDERATIONS

Forus Training believes that life-long learning is essential in acquiring and enhancing critical thinking skills and improving quality of life. Forus Training also recognises that correct, consistent, clear and comprehensive information at the point of enquiry is essential to learner engagement.

This policy considers the principles of communicating information to learners as:

1. **Relevance** - the programme and associated material has meaning to the interested (potential or existing) learner,
2. **Participation** - the programme will motivate and encourage active engagement,
3. **Transference** - learners can understand the value of applying the learning to a goal, i.e., seeking employment, new career (re-skilling), promotion (up-skilling),
4. **Repetition** - the programme will provide the learner with the opportunity to practice and become increasingly proficient,
5. **Feedback** - performance feedback is a prerequisite within the programme so as to support learners in correcting their mistakes and reinforcing their learning throughout their learning experience,

2. DEFINITIONS

For the purpose of this policy, information is defined as the details provided to learners at the point of enquiry of programmes.

3. SCOPE

This detail includes;

- Programme access, transfer and progression,
- Programme commencement - start dates, location, times,
- Programme delivery method - classroom based/blended-online VLE information,
- Programme duration - completion dates, submission dates,
- Programme component information completion - APEL/RPL/exemptions,
- Assessment information - by major/by minor: volume of, modes of,



P8

P8 Information to Learners Policy



- Terms and conditions - attendance, deposits, payment systems, deadlines,
- Assessing of assessment - how, who, when/marking criteria, completion policy,
- Certification - deadlines, certification cycles, certification receipt,
- Learner supports - the generic supports that are available to learners,
- Learner supports - the availability of specific supports to specific learners, i.e., reasonable accommodation/compassionate consideration,

4. POLICY STATEMENT

Forus Training aims to ensure that all potential and existing learners receive accurate, applicable and relevant programme related information in a timely and professional manner. Communication with (potential) learners at the point of enquiry and registration is managed in a responsively informative way with staff members (First Impressions) acknowledging the (potential) learners specific queries and questions. This policy applies to learners (potential and existing), staff, clients and other stakeholders who have a current or potential interest in working with us or participating in our programmes.

5. RELATED DOCUMENTS

A. RELATED POLICIES PROCEDURES AND FORMS

Information to Learners at a strategic level is governed by the Programme Assessment and Delivery Committee. Should a complaint present, the Complaints Sub-Committee will provide oversight.

- [Learner Handbook 2022](#)
- [P2 S2 C3 Learner Code of Conduct](#)

B. LEGISLATION / STANDARDS

1. Qualifications & Quality Assurance (Education & Training) Act 2012
2. Further Education & Training Act 2013
3. QQI Insights: Quality in Irish Further Education & Training – September 2019

6. ROLES AND RESPONSIBILITIES



The Programme Delivery and Assessment Committee are responsible for oversight on ensuring accurate, timely and current information is marketed effectively and details communicated coherently to potential and existing learners in respect of all available and validated programmes for delivery.

7. COMMUNICATION PLAN

1. Forustraining.ie
2. First Impressions post holder
3. Forus Training Programme/Course brochures
4. Learner Handbook
5. Learner induction

8. ACTIONS TO BE FOLLOWED IF THE POLICY IS NOT IMPLEMENTED

Where a complaint of misconduct or alleged breach regarding the provision of information to (potential/existing) learners presents, the staff member, trainer or learner will be brought before the Operations Manager. The Operations Manager will take steps as soon as is practicable to arrange a meeting (i.e., a preliminary hearing) with the person concerned and will provide in advance details of the alleged offence in the form of a P2 S2 Workable Improvement Notice (WIN) Staff/ Trainer.

9. CONTACT INFORMATION

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P8

P8 Information to Learners Policy



Amendment History			
Amendment summary sheet			
Revision	Date	Amendment summary	Training Requirements
	04/02/2020	Initial release	Read and Review
001	26/1/2021	This policy extends to Blended Learning courses. Our online learners will not be disadvantaged.	
	02/03/2022	Reviewed and approved	Circulated to staff