



2.1.4 Information to Learners

Procedure code and title:	2.1.4 Information to Learners
Policy area:	2.1 Communications
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Review Date:	

Purpose

The purpose of this procedure is to ensure that all learners have a friendly and supported learning experience in KWETB services within FET Provision and FET Provision-Second Providers.

Scope

This procedure applies to all FET Provision and FET Provision-Second Providers. There is an integrated single policy, with integrated procedures for FET Provision and FET Provision-Second Providers.

Preamble

KWETB personnel are committed to giving clear and unambiguous information to learners and prospective learners. Clear information to learners from the outset of their participation in their programme is critical to assisting them to progress in their learning, to positive participation in the learning experience and to feel safe and comfortable in our centres across FET provision and FET Provision Second- Providers.

In all communications, KWETB personnel will avoid the use of acronyms and shorthand which may be unnecessarily confusing. Information provided will include, for example:

- Information of the National Framework of Qualifications and the qualification to which their programme leads
- Details of KWETB as an Education and Training Board
- The core mission, vision and values of KWETB



- Details of the orientation to the layout, entrances, exits and important locations in the centre
- Details of personnel and their roles in the centre
- Details of learner supports available
- Details on where to find class and assessment timetables and schedules
- Details of the language of further education and training – modules; programmes; learning outcomes; continuous assessment; portfolios; e-portfolios
- Details of health and safety requirements

Through provision of clear information, learners will be aware of their rights and responsibilities as learners. They will know how to access information about their programmes and about KWETB policies in order to assist them in availing of our services and have a positive experience of learning.

Learner engagement is key to the quality improvement of teaching and learning in FET provision and FET Provision-Second Providers. All learners should be invited to participate in events and data collection to inform improvements.

Procedure – 2.1.4 Information to Learners

1	The Programme Co-ordinator should ensure that there is a team-based approach to communication with learners and that all centre staff are prepared to present standard, accurate information about programmes, timetables and awards
2	The Programme Co-ordinator should ensure that all documentation features accessible, plain English
3	The Programme Co-ordinator should ensure there is provision for document translation or publication in other accessible and alternative formats
4	The Programme Co-ordinator should ensure that all Learning Practitioners are aware of standard branding and layout which should be applied to all documentation
5	The Programme Co-ordinator should ensure that student handbooks are complete and accessible to learners
6	The Programme Co-ordinator should ensure that student induction and orientation events are prepared and delivered to all learners
7	The Programme Co-ordinator should ensure that there is signposting in the centre



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Link to other Policies/Procedures

1.3.2	Information to learners about assessment
2.1.1	Student Induction
2.1.4	Information on student supports available
2.1.5	Information to staff



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