cmetb
Bord Oideachais agus Oiliúna an Chabháin agus Mhuineacháin
Cavan and Monaghan Education and Training Board

TRAINING SERVICES LEARNER HANDBOOK

CAVAN AND MONAGHAN

'EMPOWERMENT THROUGH LEARNING AND PROGRESSION FOR ALL'

Rialtas na hÉireann
Government of Ireland

Arna chomhchistiú ag an Aontas Eorpach
Co-Funded by the European Union

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Dearbhú Cáilíochta agus Cáilíochtaí Éireann
Quality and Qualifications Ireland

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WELCOME FROM TRAINING SERVICES MANAGEMENT

On behalf of CMETB Training Services, I would like to extend a warm welcome as you begin your educational journey at one of our Further & Education Training Facilities. As a committed education provider, we prioritise creating a safe, inclusive, and supportive learning environment for all our learners.

Training Services offer a diverse range of educational pathways, available on both a part-time* and full-time basis. *(*please see part-time learner handbook).* Delivered in collaboration with local employers, our programmes offer valuable upskilling and reskilling opportunities. They are designed to strengthen the learner's existing skillset, support career progression or change and provide recognised qualifications.

We also deliver industry-accredited qualifications in areas such as HGV Professional Driving, Welding, and Electrical Testing and Verification. Our apprenticeship offerings continue to grow and currently include Phase 2 Electrical Apprenticeship, Commis Chef Apprenticeship, Accounting Technician Apprenticeship, Original Equipment Manufacturing (OEM) Apprenticeship and Hairdressing Apprenticeship. In addition, our Traineeship programmes support key sectors such as engineering, beauty, construction and renewable energy, equipping learners with the practical skills and experience required to succeed in today's workforce.

CMETB Training Services programmes are open to learners of all ages and abilities, including those currently in employment, individuals receiving social welfare payments, and those who have completed their Junior or Leaving Certificate. Certain training programmes may include a training or travel allowance, and learners will be informed of their eligibility at the beginning of their course. Additionally, for selected programmes, learners may benefit from training bursaries provided by our local employer partners, with full details shared during programme induction.

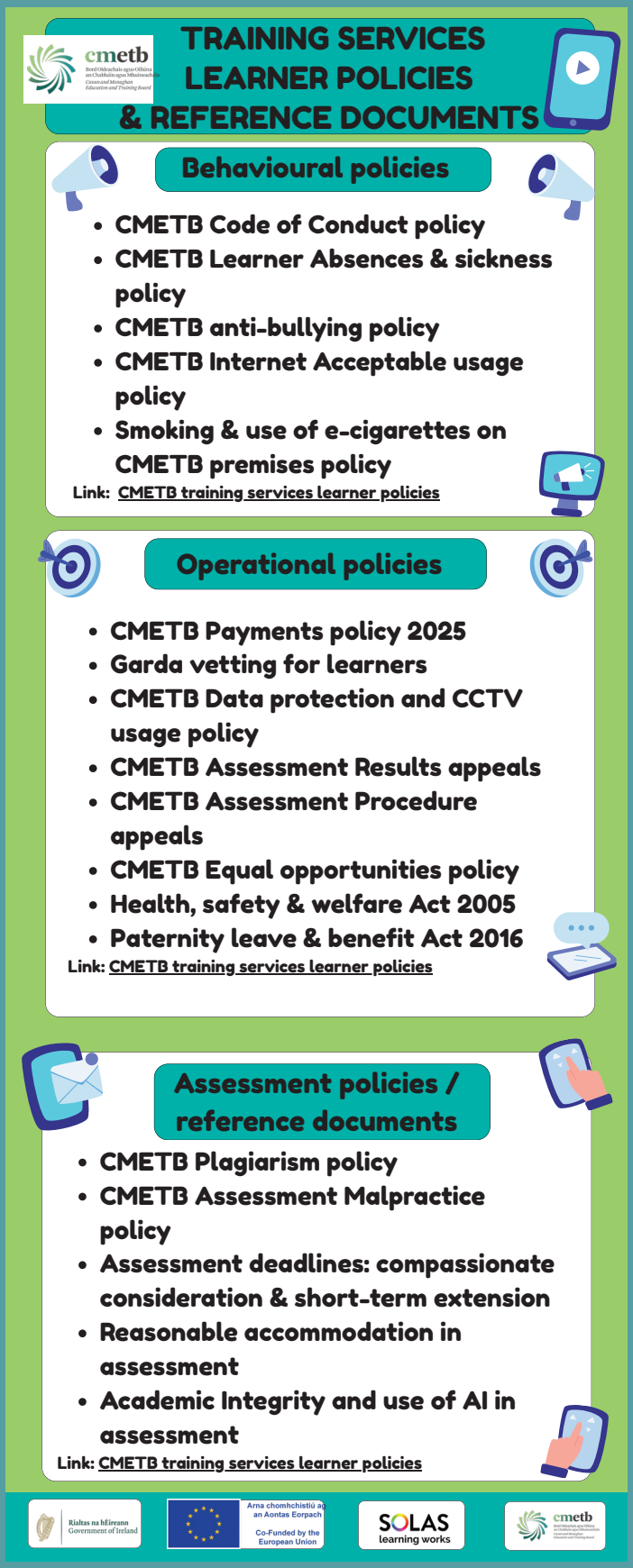
The majority of CMETB Training Services full-time programmes incorporate a substantial work placement component, blending classroom-based learning with practical experience in a real-world workplace setting. This integrated approach equips learners with the skills and confidence needed to pursue further training or transition directly into employment. For those learners seeking to progress to further studies, our programmes are nationally and internationally recognised and provide opportunities towards further and higher education programmes.

This handbook has been developed to provide you with information relating to your full-time Training Programme. Policies and procedures are highlighted within the handbook and full details can be found on www.cmetb.ie

Thank you for choosing to pursue your studies with CMETB Training Services. We are proud to support you on this important step in your learning journey and wish you every success throughout your programme and beyond.

Sinéad McKenna
Training Services Manager

CMETB POLICIES



CAMPUS FACILITIES

Locations

CMETB Training Services delivers programmes across a range of Further Education and Training venues to include.

- Further Education and Training Campus, Dublin Road, Cavan
- Monaghan Institute, Monaghan Education Campus, Armagh Road, Monaghan
- Cavan Institute, Cathedral Road, Cavan
- Milltown Business Park, Monaghan
- Specific Skills Training Venues

The venue is selected to ensure accessibility and suitability for each programme. Courses are available on a full-time or part-time basis, with options for daytime and evening delivery

In addition to this handbook, learners need to become familiar with policies and procedures relating to the above venues where training may take place.

All CMETB programmes include a mandatory Induction Module, which must be completed in the first week of the training programme.

The purpose of the Induction module is:

- To introduce the learners to their centre of education
- To advise learners on the structure of their training programme
- To inform learners of the ETB guidelines, policies and procedures that are in place for their programme.
- To advise learners of the policies that are in place in relation to Health, Safety & Welfare, Child Protection (if applicable) and Complaints & Grievances

The Induction module is specific to the programme and contains all information required by the learner including:

- Welcome to the programme
- Information about the programme - timetables, modules, assessment schedule dates etc.
- Technology Acceptable Usage Policy
- Health and Safety
- Respect and Dignity
- Code of Conduct
- Assessment and Certification
- Complaints and Grievances
- Green / Climate Action Awareness
- GDPR agreement
- Photographic and Video Graphics

On completion of the Induction module, learners must sign an acknowledgement confirming that they have completed, understand and agree to comply with its requirements.

You will receive a tour of the building to include location of emergency exits, toilets, canteen facilities, library/study area etc.

Toilet and Washroom Facilities

Toilets and washrooms can be found throughout our training locations.

Canteen Facilities

Canteens are available within our training venues. Learners may wish to bring a packed lunch.

Car Parking

In some training facilities, designated car parking is available for learners and in some locations, car parking charges may apply. Please drive slowly and carefully through the car park as speeding or reckless

driving is seen as a serious matter and may lead to disciplinary action. Please follow the correct flow of traffic at the training venue. CMETB or the contractor will not be responsible for any damage to vehicles or their contents in the car park.

Security

A security surveillance system operates on the premises. CCTV systems are installed both internally and externally in some training facilities for the purpose of enhancing the security of learners, the building, and its associated content. The system is controlled by Cavan and Monaghan ETB and images recorded are subject to CMETB Data Protection and CCTV policies.

CMETB and the Contractor takes no responsibility for the loss of personal possessions.

Monitoring

Training Services is committed to the continuous improvement of services and the delivery of all our programmes. Each programme will be regularly monitored, and learner feedback will be presented at Training Services meetings, programme steering committees etc.

Learners will also be asked to complete an evaluation form at the end of the programme. Any suggestions or complaints will be dealt with fairly, efficiently, and effectively, within the constraints of CMETB resources.

Learning Resources

Training Services offers an excellent range of facilities to support your learning and development:

- Computer Suites – Fully equipped with a wide range of industry-standard software.
- Free Wi-Fi – Stay connected across campus with high-speed internet access.
- Laptop Loans – Borrow laptops to support your studies, available on request (limited availability).
- Assistive Technology – Tools and software to support learners with additional needs.
- Online Learning Platforms – Access to virtual learning environments and materials anytime, anywhere.

CMETB offers a range of supports tailored to meet the diverse needs of learners.

LEARNER SUPPORTS

The initial point of contact is the programme co-ordinator, who will engage with the learner to identify and discuss the necessary supports and available options. In cases where additional support is required, providing a psychological assessment and/or medical documentation can be beneficial. CMETB is committed to addressing all learners' needs in an inclusive and confidential manner. For more detailed information, please refer to CMETB Reasonable Accommodation Policy.

(learners should inform the co-ordinator as soon as reasonably possible if supports will be required before commencing programme.)

The Adult Education Guidance and Information Service offers information, guidance, advice and support to assist adults in making the best possible choices for learning and/or career progression.

Contact Details for The Adult Education Guidance and Information Service.

Co Cavan
Adult Education Guidance and Information Service
St. Augustine's Hall
Farnham Street, Co Cavan
Tel: 049 4377001
Email: cavanguidance@cmetb.ie

Co Monaghan
Adult Education Guidance and Information Service
Dun Mhuire, Mullaghmonaghan, Monaghan, H18T383
Tel: 047 30800 or 042 9690739 (Carrickmacross)

Email:monaghanguidance@cmetb.ie

LEARNER CHARTER

Your Rights and Responsibilities

At CMETB, we value each and every learner. We want you to reach your full potential and enjoy your time here. To help create a friendly and supportive place to learn, here's what you can expect – and what we expect from you.

Your Rights – What You Can Expect

- Learn in a welcoming and respectful environment.
- Feel safe and comfortable while using our facilities.
- Take part in an induction programme to help you settle in.
- Have your past learning and qualifications recognised.
- Get a personalised learning plan, if it applies to your programme.
- Understand how your programme works, including assessments and how your work will be graded.
- Be treated fairly and with respect, regardless of your background, beliefs or identity. (Equal Opportunities Policy)
- Access ongoing support with guidance available to address any academic or administrative queries.
- Programmes are delivered by a highly qualified and experienced team of tutors who are responsive to the specific needs of learners.

Your Responsibilities – What We Ask of You

To make the most of your learning and help create a positive space for everyone, we ask you to:

- Come to class regularly and take part actively.
- Respect others – both students and staff (For further details see Anti-Bullying Policy).
- Be honest in your work – no plagiarism or cheating.
- Help build a positive, inclusive atmosphere.
- Take care of the college building and equipment.
- Complete your assignments on time.
- Follow the rules of the centre.
- Behave in a way that keeps you and others safe.
- Wear uniforms, safety gear or sportswear if your programme requires it.
- Keep your phone on silent or switched off during class time.
- Let your programme co-ordinator know if you're going to be late or absent.
- Keep your workspace clean and tidy to help everyone learn better.

TRAINING SERVICES CODE OF CONDUCT

The Training Services Code of Conduct is applicable at all times whenever learners are involved or engaged in activities, irrespective of where those activities take place, including work placement and centre excursions. Failure to observe this code of conduct may lead to disciplinary action being taken.

CMETB Training Services requests that all learners act with sensitivity, tolerance, respect and impartiality towards other learners and staff. Each learner receives Training Services Code of Conduct Policy at the start of the programme.

Attendance and Timekeeping

To succeed on your programme, it's important to attend all classes and follow the timetable and examination rules.

- Learners enrolled in CMETB Training Services programmes are expected to maintain full attendance in accordance with their timetable and examination requirements.
- For full-time programmes, the standard training commitment is 31.25 hours per week (excluding breaks). Timetables and training hours may vary depending on the specific programme. Part-time programmes will have adjusted training hours accordingly.
- Punctuality is essential. Learners must adhere strictly to scheduled start and finish times. Repeated lateness or absenteeism may result in disciplinary action.
- Attendance is recorded through either digital or manual sign-in/sign-out systems. Signing out before the scheduled finish time without prior approval from your programme co-ordinator may lead to disciplinary action. Signing in or out on behalf of another learner is strictly prohibited and may result in dismissal from the programme.
- In the event of absence, learners must notify their programme co-ordinator or designated contact person before 10:00 a.m. on the day of non-attendance. Please note that missing key components may impact your ability to successfully complete the programme and obtain certification.
- All classes are entitled to a 15-minute morning break and a minimum of a 30-minute lunch break. Break times may vary depending on the programme and will be communicated by your programme co-ordinator.

Please refer to FET Learner Payments Policy and Operating guidelines regarding learner absences.

- Learners absent for three consecutive days without notifying their programme co-ordinator will be considered as having withdrawn from the programme.
- Unauthorised absences may result in disciplinary action, up to and including dismissal from the programme.
- Disciplinary actions will be followed by the programme co-ordinator and at the discretion of Management on a case-by-case basis.
- Every effort should be made to limit absences.
- If you cannot attend due to sickness, you must contact the programme co-ordinator before 10am.

Maternity Leave

- The learner should notify their programme co-ordinator as soon as possible to ensure that CMETB can support the learner and their requirements during their pregnancy.
- Learners must provide CMETB with at least 4 weeks' written notice that they intend to take maternity leave and provide a medical certificate confirming the expected due date.
- Learners are entitled to 26 consecutive weeks' basic maternity leave. Maternity leave is generally taken two to four weeks before the expected birth. Learners must take at least two weeks before and four weeks after their expected due date.
- Learners must inform CMETB in writing that they intend to return to training at least four weeks before the intended date of return. CMETB will try to facilitate the learner as far as is reasonably practicable to complete training.
- Learners may have to complete their training later or at a different location if the learners' original training programme has finished since they went on maternity leave.
- CMETB do not pay Maternity Benefit or Training Allowances during the period of maternity leave.
- Learners should contact their local Department of Employment Affairs & Social Protection as early as possible to discuss any individual entitlements.

Paternity Leave

If you are a new parent (other than the mother of the child) you are entitled to paternity leave after the birth or adoption of a child.

- Under the Paternity Leave and Benefit Act 2016, you can take 2 weeks of leave in a row.
- This leave can be taken any time within 6 months (26 weeks) of the birth or adoption.
- This applies to children born or adopted on or after 1 September 2016.

How to Apply

- You must let CMETB know in writing if you plan to take paternity leave. (CMETB do not pay paternity leave)
- You must give at least 6 weeks' notice before the leave starts.
- Your written notice should include:
  - The start date of your leave
  - The duration of the leave (usually 2 weeks)

Smoking

Smoking (including e-cigarettes) is prohibited in all CMETB venues. Smoking is only permitted in designated areas away from the building. Please refer to Policy on the use of e-Cigarettes on CMETB Premises.

Anyone in breach of these no-smoking regulations (including e-cigarettes) is breaking the law.

Alcohol and Drugs

CMETB Training Services have zero tolerance on the presence or use of drugs and alcohol in the training facilities or during any training activities that take place outside the centre.

Violence and Aggression

CMETB Training Services have a zero-tolerance approach to violence or aggression in the training environment. Threatening, abusive or aggressive behaviours towards other learners or staff members will not be tolerated and may result in immediate dismissal from the programme.

Personal Property

- You are responsible for your own personal belongings.
- Mobile phones must be switched off in classrooms or study areas unless special permission has been granted.
- Never use phones or other devices to record or video other people without their permission.
- Do not enter other classrooms or offices without permission.

Loan of CMETB Devices

- CMETB operate a device loan system for learners subject to demand and availability.
- Learners are responsible for the device, including laptops, laptop bags and charger and are expected to return all loaned equipment when they leave the programme.
- Inappropriate or dangerous use of centre equipment, damage or theft of centre property will not be tolerated, and individuals will be required to replace it at their own expense.
- Learners will sign a declaration confirming their responsibilities when borrowing devices and equipment.

TRAINING ALLOWANCES

The training allowance payable will be in accordance with a learner's social welfare entitlements. Learners will be advised of their entitlement when they start their programme and payment arrangements while studying. As each learner has different circumstances, any queries relating to social welfare entitlements and how they affect the learner should be directed to the Department of Social Protection (DSP).

On completion of the programme learners may need to reclaim their benefit through local social welfare office. (Payslips through CoreHr are required)

If in receipt of Disability Allowance, CMETB will complete DA104 form for learners to return to their local social welfare office.

Core HR

While attending the programme, learners must register with PeopleXD to access payslips. Learners will receive an email with a link from Core HR at the beginning of the programme. This link is time-bound and only accessible for a short timeframe.
Once the programme concludes access to the system will no longer be available.

See Learner Apprentice People XD Payee User Guide

Travel Allowance

Where a learner qualifies for a training allowance, they also become eligible for the payment of meal, travel or accommodation allowances.

Learners who do not qualify for a training allowance, may still be eligible for the payment of meal, travel or accommodation allowances, in accordance with regulations.

The rates below are the maximum payable per week for the single journey distance from the participant's residence to the location of the training.

Travel allowances are calculated using the shortest journey available on google maps.

0-5 KM	5-8 KM	8-16 KM	16-32 KM	32-48 KM	48-64 KM	64-80 KM
€0.00	€4.60	€11.90	€17.60	€21.60	€27.70	€32.60

Accommodation Allowance

An accommodation allowance can be applied for whilst on a training programme and is approved by CMETB Staff.

To be entitled to an accommodation allowance:

- Individual's permanent residence must be either (25km for Apprenticeships) or (30km for all other learners) from the training venue. **(Accommodation allowance will not be paid for accommodation which was occupied prior to commencing your programme).**
- Accommodation must be within 5kms of the training venue.

(Forms are available from CMETB staff)

Craft Apprenticeship Allowances

(a) Craft Apprentices are eligible for Training Allowance and Supplementary Allowances. The payments on Phase 2, 4 or 6 off-the-job training are rates that are set by the employers and other partners in your industry. Full details are available on the attached Link. Generation Apprenticeship

(b) Post-2016 Apprenticeships
No allowances are paid on post-2016 apprenticeship training.

Accommodation Allowance – Maximum Paid Per Week	€69.90
Meal Allowance – Maximum Paid Per Week	€4.00

DISCIPLINE PROCEDURES

CMETB learners are required to comply with the Training Services Code of Conduct, which operates alongside all other relevant CMETB policies applicable to the specific training location.

Minor incidents that occur in class may be addressed by the programme co-ordinator or Centre Management without initiating the formal disciplinary procedure. However, a disciplinary warning will be issued in the following circumstances:

- Recurring absence without valid justification
- Cumulative absences reaching the permitted limit
- Persistent lateness
- Disruptive conduct
- Disrespectful behaviour towards staff or fellow learners

This list is not exhaustive, and other behaviours may also warrant disciplinary action.

Please see the disciplinary process below:

Four Stage Disciplinary Process

Stage 1 Verbal Warning

The learner will be informed of the breach and any corrective action to be taken is discussed. The course co-ordinator will complete the relevant disciplinary report sheet with details of the incident. This document will be signed by the relevant personnel as indicated on the disciplinary report.

Stage 2 First Written Warning

The learner will be informed of the breach and any corrective action to be taken is discussed. The course co-ordinator will complete the relevant disciplinary report sheet with details of the incident. This document will be signed by the relevant personnel as indicated on the disciplinary report.

Stage 3 Second Written Warning

The learner will be informed of the breach and corrective action is taken. This document will be signed by the relevant personnel as indicated on the disciplinary report. The Training Services Assistant Manager/ Manager needs to be informed of incidences to date.

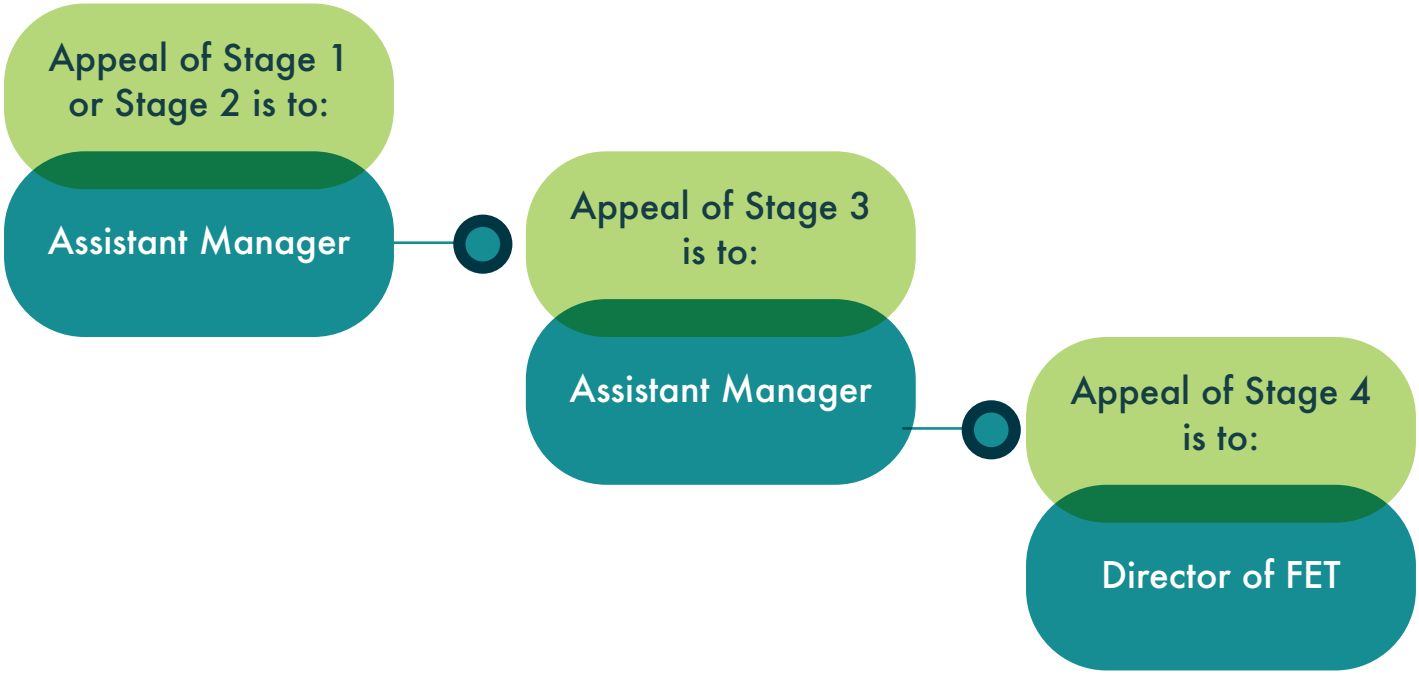
Stage 4 Termination from Course

The learner will be terminated from training, having had the reasons for the termination explained. This document will be signed by the relevant personnel as indicated on the disciplinary report.

Note: depending on the severity of the issue CMETB have the right to go direct to stage 4 of the disciplinary process

Disciplinary Appeals Procedures

Learners will be afforded the opportunity to appeal any disciplinary action taken at any stage of the process to the next management level in the CMETB Training Facility.
Diagram of appeals process



WORK EXPERIENCE

Work experience is a mandatory module on most full-time programmes within Training Services. Work experience may take the form of a continuous block, day release or a combination of both, depending on the chosen programme. Please liaise with your co-ordinator to complete the relevant documentation prior to commencing work experience.

Learners undertaking work experience are expected to adhere to the following requirements:

Attendance and Time Keeping

- Learners must record their attendance using the placement's clock in system or by signing the attendance sheets provided.
- Completed work experience timesheets must be submitted to your co-ordinator by 11:00 a.m. each Friday for the week in question.
- Learners are responsible for ensuring that all timesheets are accurately completed and submitted on time.

Professional Conduct

- Always behave respectfully and conduct yourself in a polite, considerate, and professional manner at all times.
- Arrive punctually and attend all scheduled work placement days.
- If you are unable to attend, you must notify your work supervisor and course co-ordinator before 9:30 a.m.

Dress Code

Dress appropriately for the workplace. Clothing should be neat, tidy and in line with the expectations of your host employer. PPE should be worn in compliance with Health & Safety while on placement.

Compliance

Follow all instructions, workplace policies and Health & Safety regulations provided by your employer and programme co-ordinator.
Participate fully in all activities related to your work experience when requested.
Part-time employment must not impact your attendance, participation, or performance during work experience.

Additional Requirements

Some placements—particularly those involving children or vulnerable adults—require Garda Vetting.

Confidentiality

Always maintain workplace confidentiality. Do not disclose any personal, sensitive, or organisational information obtained during your placement.

Requirements

Complete all assigned work experience tasks, including diaries, logs, observations, and any assignments set by your programme co-ordinator.
Adhere to CMETB's Code of Conduct throughout your placement.

HEALTH AND SAFETY

CMETB is committed to providing a safe, healthy, and supportive learning environment for all learners, staff, and visitors. Every learner has a responsibility to adhere to Health and Safety guidelines and to contribute positively to the wellbeing of others.

Learners must comply with all Health and Safety instructions issued by instructors, staff, signage, and official CMETB policies. Any unsafe behaviour, equipment concerns, incidents, or hazards must be reported immediately to a staff member. Learners should ensure they are familiar with the emergency procedures relevant to their training location.

The Safety, Health and Welfare Policy is displayed at all training locations and forms part of CMETB's overall Safety Statement, which is available for learners to view upon request from their co-ordinator. This policy outlines CMETB's commitment to identifying, reducing and where possible eliminating hazards and risks within the learning environment.

CMETB and/or the training contractor will maintain all safety equipment and ensure appropriate training is provided for its safe use.

Under the Safety, Health and Welfare at Work Act 2005, all staff and learners are required to co-operate with CMETB's safety policies and procedures. Learners must therefore:

- Take reasonable care for their own safety and the safety of others.
- Use all required protective equipment or clothing appropriately.
- Report defective, damaged, or malfunctioning equipment immediately.
- Refrain from intentionally interfering with, altering, or misusing any equipment or safety systems.

Emergency Evacuation Procedures

- Evacuation routes and assembly points are clearly identified throughout all CMETB training locations. These notices are positioned in prominent areas to ensure that learners, staff, and visitors can quickly familiarise themselves with the safest and most direct means of exit in the event of an emergency.
- In the event of a fire alarm or emergency alert, learners must immediately stop all activity and evacuate the building in a calm, orderly, and prompt manner. Learners are required to follow the directions of instructors, staff members, fire wardens, or any person designated to manage emergency procedures. Elevators must not be used during an evacuation.
- Emergency exits must always remain unobstructed. It is the responsibility of every learner to ensure that corridors, stairwells, and exit doors are kept clear of bags, equipment, or any other objects that could impede a safe and efficient evacuation. Any blocked or restricted exit should be reported to a staff member without delay.

First Aid

CMETB is committed to ensuring that appropriate First Aid support is available across all training locations. To safeguard learner wellbeing, the following provisions and procedures apply:

- Qualified First Aid personnel are available on site to respond promptly to injuries or medical incidents.
- First Aid Boxes and defibrillators (AEDs) are in designated areas throughout each training facility. Learners should familiarise themselves

with the nearest First Aid station at the beginning of their programme.

- All accidents or injuries - no matter how minor - must be reported immediately to a staff member and recorded in the official accident log. This ensures that incidents are properly documented, assessed, and managed in line with CMETB's Safety, Health and Welfare procedures.

Care Plans

- Care Plans are structured documents designed to support learners with additional medical, educational, or emotional needs by outlining clear strategies and responsibilities for their care during the college day. They are usually developed collaboratively by college staff, parents or carers, and relevant professionals, ensuring that everyone understands the learners' specific needs, triggers, supports, and agreed actions. A well-developed care plan promotes consistency, safety, and inclusion, helping to access learning while giving staff clear guidance and confidence in responding appropriately to the learners needs.

Personal Safety

CMETB places a strong emphasis on preventing accidents and promoting safe conduct in all training environments. Learners are required to follow the personal safety guidelines below:

- Learners must use all required Personal Protective Equipment (PPE) appropriate to their programme (e.g., safety boots, eye protection, gloves).
- PPE must always be worn correctly, as instructed by staff, and must be kept in good working condition. Any damaged or worn PPE should be reported and replaced as necessary.

All Training areas must be always kept tidy. Maintaining a clear workspace reduces the risk of slips, trips, falls, and other avoidable accidents.

Equipment and Machinery

The safe operation of equipment and machinery is essential to maintaining a secure learning environment. To ensure safety and compliance:

- Only learners who are authorised, trained, and deemed competent by instructional staff may operate equipment or machinery.
- All equipment must be used strictly in accordance with training, manufacturer guidelines and CMETB safety procedures.
- Faulty, damaged, or malfunctioning equipment must be reported immediately to a staff member. Such equipment must not be used under any circumstances until it has been inspected and cleared by authorised personnel.

Safety Awareness

Safety is a shared responsibility within CMETB Training Services. If learners observe:

- Unsafe behaviour,
- Any item or equipment in an unsafe condition, or
- Any potential hazard in the learning environment,

they must inform their programme co-ordinator immediately so that appropriate action can be taken. Promoting a culture of awareness and responsibility helps protect everyone within the training venue.

INTERNET ACCEPTABLE USE

CMETB Training Services provides computer facilities with full internet access. All users are required to use these resources responsibly, professionally, ethically, and in accordance with the law.

CMETB learners must follow the Internet acceptable usage policy while using CMETB devices which includes the following:

- Only the provided software and materials supplied by the co-ordinator may be installed or used.
- Learners may not use other software or materials from other unauthorised sources for any reasons.
- Computer configuration or set-up must not be interfered with.
- Sending, receiving, downloading, displaying, printing or otherwise handling material that is explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory, or otherwise unlawful is strictly prohibited.

Anyone found breaching these regulations may be subject to the disciplinary process.
Breach of this policy may also attract civil and/or criminal liability.

Sanctions

Misuse of the CMETB Training Services network or any network connected to or affiliated with CMETB Training Services will result in disciplinary action.

CMETB Training Services will report any illegal activities (e.g. child pornography) to An Garda Síochána.

Privacy

All computer resources and any internet activity, including documents created, sent, or received on CMETB Training Services systems, are the property of the CMETB. They are not the private property of any person.

As a result, you expressly waive any right to privacy and have no expectation of privacy in items created, stored, sent, or received on the CMETB Training Services systems. You are advised that the CMETB monitors Internet and mail usage and can generate reports at the level of individual workstations.

Plagiarism: *"the practice of taking someone else's work or ideas and passing them off as one's own."*

CMETB is committed to ensuring fair, transparent, and consistent assessment practices, and maintains a zero-tolerance approach to plagiarism.

PLAGIARISM

Plagiarism is regarded as a serious academic offence, and evidence of plagiarism in learners' examination and work submissions will be penalised and may lead to formal disciplinary procedures. Please note that using your own previous work without citing or referencing it correctly, is also a form of plagiarism.

Academic integrity is "a commitment to honest and ethical conduct in all academic work." This can include falsifying sources or information, use of Artificial Intelligence without permission.

The procedure for an instance of plagiarism can vary but as part of the investigation:

- Staff may interview those involved in a case of plagiarism.
- The learner may be asked to a meeting to discuss their work.

Procedures and sanctions regarding academic integrity breaches or plagiarism are outlined in our policy.

Artificial Intelligence (AI)

The use of AI is not banned by CMETB. However, for each assessment task, your programme co-ordinator must outline if AI is permitted and what restrictions are in place or what evidence of its use must be provided. Co-ordinators have the option to ban the use of AI and guidelines for each assessment must be adhered to by learners.

Procedures and sanctions regarding the use of AI in assessments are outlined in our policy.

Exams, Assignments and Work

Training Services aim to assess learners in a way that is fair, consistent, transparent, cognisant of learner workloads and deadlines, accommodating of special needs and circumstances, and fulfils the requirements of the certifying body.

Examinations

Examination refers to any theory based, oral, aural, online or practical examination which occurs on a specific date and for a specific duration.

As a learner, you should be provided with a schedule of assessments on commencement of your programme. Any changes made to this schedule should be made with adequate prior notice.

Please refer to our policy and procedures in relation to examinations.

Please note that: There may be differing rules for examination depending on the accreditation bodies such are QQI, City & Guilds, ITEC etc.

You may be asked to provide a valid ID to proceed with your examination.

You may not bring phones, laptops or bags into the examination room.

Any accommodations for assessment will have been approved prior to the exam and will be put in place according to the needs assessment conducted for the learner.

There may be instances when a dictionary or other resources are allowed to be used during the exam. However, this should be discussed with the programme co-ordinator and needs to meet guidelines for the exam and accreditation body examination guidelines.

ASSESSMENT PROCEDURES

Assessment procedures – assignments, projects, skills demonstrations

Assignments, projects and skills demonstrations briefs are given to learners by their programme co-ordinator, and the brief contains requirements of assessment along with deadline date of submission.

If a learner is absent on the day the brief is given to learners, it is their responsibility to obtain a copy from the programme co-ordinator.

All assignments or projects must be submitted by the stated deadline date.

A learner may apply for a short-term extension in the case of extenuating circumstances. The recommended maximum acceptable extension is two (2) working days. If the circumstances are expected to extend beyond a short-term extension the procedures for Compassionate Consideration should be followed.

Please refer to our policy and procedures relating to Assessment submission deadlines: Short-term Extensions submission deadlines.

In exceptional circumstances, learners experiencing difficulties may complete an application for Compassionate consideration in the event of extenuating circumstances. This can be provided by the programme coordinator.

Skills demonstrations must be completed on a specific date. If a learner cannot attend, they may be able to apply to reschedule it. This may not be possible within the schedule.

Submission of assignments and projects

Once assignments or projects have been submitted and receipted, they are deemed to have been accepted. Once accepted, they cannot be amended or re-submitted.

It is the learner's responsibility to keep a copy of all work they have submitted for assessment and work will not be returned following confirmation of results.

Any work saved on storage devices is the learner's responsibility and should be backed up, as CMETB Training services is not liable for work lost or corrupted electronically.

A declaration is signed by learners on submission of assessments to verify that they are presenting their own work. Breach of this declaration will lead to relevant disciplinary action as outlined in the QA reference document on Academic integrity and Assessment malpractice.

Results

Learners will receive their examination and/or assessment results, along with feedback, as soon as possible following completion. CMETB normally issues provisional results for most assessments within three to six weeks of submission depending on the programme. All marks issued to learners for assessment are provisional and are subject to external authentication. Results are confirmed as final only after approval by the Results Approval Panel (RAP).

Appeals

There are two different types of appeal for which a learner can apply.

Assessment process appeal

- An assessment process appeal can be submitted by a learner if they believe that the assessment conditions or process had a negative impact on their assessment performance.
- A Learners must complete an application form within 14 working days of the receiving their results to their programme co-ordinator.
- An independent appeals committee will examine the learner appeal and make a decision.

Assessment Result Appeal

An assessment result appeal can be submitted by a learner if the learner is not satisfied with their assessment result and believes the marks awarded are not representative of the quality of the work submitted for assessment.

- This appeal should be made within 14 working days of the issuing of approved results
- The programme coordinator should be contacted and details of the appeals procedure should be outlined in the communication issued to the learner to provide approved results of assessment
- An assessment appeals facilitator will process the appeal and assign an assessment appeals examiner
- A review is conducted and the appeals result is final.

Appeals may have an implication for CAO Offers.

The outcome of an appeal may have a significant bearing on whether an applicant through the CAO is offered a place on a Higher Education programme. The CAO operates to extremely strict timelines, and results that are not communicated to CAO in time will not be included in the point of calculations, and subsequent candidate place offers.

Please discuss the timing of your appeal with your programme co-ordinator.

Certification

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

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

Certification is issued under the authority of several Awarding Bodies including:

- Quality and Qualifications Ireland (QQI) leading to a Major Award/Minor Component from levels 3 – 6. Certification placed within the National Framework of Qualifications
- City and Guilds of London Institute
- Irish Computer Society Skills (ICS Skills) – International Certificate of Digital Literacy (ICDL) previously European Computer Driving Licence (ECDL)
- Microsoft Office Specialist (MOS)
- Engineering Inspection Specialists (EIS)
- Road Safety Authority (RSA)

This list is not exhaustive.

Quality Assurance and Enhancement Service

Assessment is underpinned by the principles of fair and consistent assessment in its approach across CMETB's programmes and modules.

CMETB's Quality Assurance System overarches these principles and ensures learner achievement is assessed in a fair and consistent way in line with the national standards for the award.

Quality assured assessment ensures that, in criterion referenced assessment, "learners are assessed and the assessment judgement is made based on whether the learner has reached the required national standards of knowledge, skill and competence for the award" (QQI, 2013, P5). Central to quality assured assessment is the assumption that learners are assessed in a fair and consistent manner in line with the award standard. Quality assured assessment ensures adherence to the principles of assessment found within QQI Principles for Assessment (QQI, 2013).

TRAINING SERVICES CONTACT DETAILS

Initial queries should be directed to your co-ordinator.

Title	Name	Email Address	Tel No
Apprenticeship and Traineeship Manager	Sinead McKenna	sineadmckenna@cmetb.ie	047 84900
Monaghan Location: Milltown Campus			
Senior Training Advisor - Apprenticeship	Caroline McRory	Carolinemcrory@cmetb.ie	047 94090 / 087 278 4711
Apprenticeship Administrator	Jennifer Keenan	jenniferkeenan@cmetb.ie	047 94090
Monaghan Location: Monaghan Institute Campus			
Workforce Development Officer	Eileen Roddy	eileenroddy@cmetb.ie	047 84900
Employer Service Administrator	Michelle Maguire	michellemaguire@cmetb.ie	047 84900
Employer Service Administrator	Lisa McCrudden	lisamccrudden@cmetb.ie	047 84900
Apprenticeship & Traineeship Administrator	Nicole Forde	nicoleforde@cmetb.ie	047 84900
OEM Programme Manager	AnnaMarie Woods	annamariewoods@cmetb.ie	087 458 7344
OEM Administrator	Claire Rushe	clairerushe@cmetb.ie	047 84900
Cavan Location: FET Campus			
Contracted Training & Specialist Training Provision Manager	Carol Kelly	carolkelly@cmetb.ie	087 405 1673
Contracted Training Officer	Ita McNulty	itamcnulty@cmetb.ie	087 243 2136
Contracted Training Administrator	Louise Cadam	louisecadam@cmetb.ie	049 435 3963
Recruitment Officer	Michelle Tilson	michelletilson@cmetb.ie	049 4353924 / 087 679 3462
Recruitment Administrator	Aine Reilly	ainereilly@cmetb.ie	049 435 3923
Senior Training Advisor - Apprenticeships	Laura O' Sullivan	lauraosullivan@cmetb.ie	049 435 3951 / 087 060 8451
Senior Training Advisor - Apprenticeships	Siobhan Duffy	siobhantduffy@cmetb.ie	049 435 3953 / 087 190 5186
Senior Training Advisor - Apprenticeships	Caroline McRory	carolinemcrory@cmetb.ie	087 278 4711
Apprenticeship Administrator	Paula Granaghan	paulagranaghan@cmetb.ie	049 435 3919
Apprenticeship Administrator	Paula Magee	paulamagee@cmetb.ie	049 435 3987
Apprenticeship Administrator	Irene McAvinue	irenemcavinue@cmetb.ie	049 435 3922
Apprenticeship Administrator	Jennifer Keenan	jenniferkeenan@cmetb.ie	047 94090
Director Of Quality Assurance	Dympna McCarron	dympnamccarron@cmetb.ie	049 4353908
Quality Assurance Officer	June Neylon	juneneylon@cmetb.ie	049 4353917
Quality Assurance Support	Colette McBreen	colettemcbreen@cmetb.ie	049 4353906
Quality Assurance co-ordinator	Grainne Geraghty	grainnegeraghty@cmetb.ie	049 4353912
Quality Assurance Officer	Michael Donohoe	michaeldonohoe@cmetb.ie	
Quality Assurance Officer	Micheal Geoghegan	michealgeoghegan@cmetb.ie	
Evening Provision co-ordinator	Cathy O Reilly	cathyoreilly@cmetb.ie	049 435 3992 / 087 405 3411
Evening Provision Administrator	Tara Murray	taramurray@cmetb.ie	049 435 3904
Evening Provision Administrator	Sharon Crowe	sharoncrowe@cmetb.ie	049 435 3926
Supply Chain, Logistics & Procurement Manager	Noel Mooney	noelmooney@cmetb.ie	049 435 3913 / 087 117 3366
Supply Chain, Logistics & Procurement Administrator	Charlotte Dunne	charlottedunne@cmetb.ie	049 435 3914 / 087 701 7302
Supply Chain, Logistics & Procurement Admin	Jonathan Maxwell	jonathanmaxwell@cmetb.ie	049 435 3916 / 087 470 9265
Supply Chain, Logistics & Procurement Admin	Gemma Dunn	gemmadunn@cmetb.ie	087 212 3054
Payroll		cmetblearnerqueries@cmetb.ie	047 30 888 ext 144

APPENDIX 1 GLOSSARY

CAO	Central Applications Office
CCTV	Closed Circuit Television
CMETB	Cavan and Monaghan Education and Training Board
DSP	Department of Employment Affairs and Social Protection
FET	Further Education and Training
ID	Identification
LTI	Local Training Initiative
NFQ	National Framework of Qualifications
NLN	National Learning Network
QA	Quality Assurance
QQI	Quality and Qualifications of Ireland
RAP	Results Approval Panel
ROI	Republic of Ireland
RPL	Recognition of Prior Learning
SHWWA 2005	Safety, Health and Welfare at Work 2005 Act
STP	Specialist Training Provision
QAC	Quality Assurance co-ordinator
QAES	Quality Assurance and Enhancement Service