

**Carnew Training & Consultancy  
&  
Wicklow Information Network (W.I.N)**



**LEARNER HANDBOOK**

## **INTRODUCTION**

Carnew Training & Consultancy offers a broad range of education and training programmes tailored to the needs of our business partners and members of the public. Carnew Training & Consultancy is a part of the Wicklow Information Network (WIN) organisation. WIN is an organisation of four Computer Training centres located throughout County Wicklow.

## **WHAT WE AIM TO DO**

- Treat you with respect and consideration.
- Provide a safe and welcoming environment.
- Offer high quality and enjoyable learning opportunities.
- Advise you on learning resources to support your learning.
- Inform you of other services and supports.
- Explain the accreditation systems in place.
- Give regular feedback on your progress.
- Advise you on progression routes available to you.
- Deal with complaints fairly and in confidence.
- Ensure that classes start and end on time and where possible notify you of any changes.



## WHAT WE ASK OF YOU

- To attend classes or session regularly and to be on time.
- To contact the centre or let your tutor know if you are going to be late or miss a class.
- To let the tutor know if you have something you specifically want to learn.
- To be an active participant in your learning.
- To let the tutor know if you don't understand something.
- To take responsibility for your own learning.
- Treat others with respect and consideration.
- Abide by the rules and regulations of the centre, assessments and examinations.

## **IN MORE DETAIL...**

### **Attendance**

Attendance is a key component in student retention, progression, achievement and employability. At the beginning of each course learners will be furnished with a course timetable and learners must complete the course within the timeframe allocated. All learners will be required to sign the course attendance sheet for every class attended, you **MUST NOT** sign for any other student. We will make every effort to ensure your successful completion of the course; however any extension to the course is at the discretion of the tutor and the awarding body. This may also incur a further fee which will again be set out in the course details. Attendance which falls below 80%, where there are no extenuating circumstances, is unacceptable.

### **Absences**

Where learners are unable to attend class, learners must telephone the centre, or tutor as soon as possible to inform of the situation. Extended absence will have to be discussed with tutor in a one to one meeting. Management, the tutor and guidelines from the awarding body will determine as to whether a student can continue with their course or not.

### **Fees**

Course fees are advised by the tutor and course details.

## **Fees Refund.**

The Centre accepts no obligation to refund any fees paid by a student who withdraws from a course.

If a course at the Centre is cancelled, a letter is sent to learners and a refund is automatically given.

## **Protection of Learners**

In the event of the programme (of three months duration or more) being terminated prior to completion, we strive to provide to learners similar programme with another WIN centre or wherever possible an alternative provider before any major Award/Programme over 3 months put in place.

When the completion of a programme is not possible, we refund to learners the monies they have paid, or that have been paid on their behalf. Please refer to our PEL policy for more details.

## **Centre Property & Environment**

Please be careful and tidy with the Centre's property and equipment. Please take pride in the appearance of the Centre and do not mark, deface or damage walls, floors, furniture etc.

***Eating and drinking in the computer room is strictly forbidden.***

If working outside the building we again ask that you are mindful of noise and the environment around you.

## **Policies**

The centre has a booklet detailing all our learner policies and is available on our website

<http://carnewtdc.ie/about-us/policies>

## **Assessment Information for Students**

### **Adaptations/support**

The Centre is an Equal Opportunities Organisation. The Centre believes that all learners should be valued equally, irrespective of any individual needs or differences. Carnew Training & Consultancy is committed to raising standards and ensuring that all learners achieve to their true abilities.. The centre will make every effort to facilitate your learning. Please speak to the tutor to discuss any individual needs or discuss it with our team when booking a course. Please refer to our Equality & Diversity Policy for more details.

### **Assessment**

Assessment is by a combination of tutor verification, portfolio work, assignments and projects. Each course has its own assessment plan and you will be finished with this by your tutor on commencement of your course or programmed. Please refer to our Assessment Policy for more details.

## **Assessment Appeals/Grievances**

If you are unhappy with the results of an assessment or are unhappy with an aspect of the course you are entitled to appeal/complaint. In the first instance please discuss this with your tutor. If you are still unhappy at this stage please speak to the Centre Training Manager. We have a full policy on assessments & appeals so please refer to this for more details.

## **Computer Usage**

Carnew Training & Consultancy and WI.N Computer and Network Policy incorporate all laws, restrictions and policies issued by the Irish Government. Computers are to be used in accordance with ... Policy. Your tutor will instruct you on acceptable computer use at the start of a course.

## **Compassionate Consideration**

The purpose of this procedure is to enable learners to apply for compassionate consideration in relation to their assessment and to have the assessment submission deadline extended where compassionate consideration is granted.

## **Reasonable Accommodation**

The centre will make every effort to facilitate your learning. To ensure that all learners are assessed fairly, adaption of assessment may be necessary. If you feel you require reasonable accommodation please speak to your tutor.

See Policy on Compassionate Consideration & Reasonable Accommodation. Tutor will supply you with Form required for application of either.

## **Repeat of Assessment Activity**

The purpose of this procedure is to facilitate learners, who are unsuccessful on a first attempt in an assessment activity to obtain a pass grade and to have the opportunity to repeat that assessment if possible. This does not allow a learner to repeat the assessment to obtain a higher grade. ( see Policy for Repeat of Assessment Activity and repeat of assessment activity form)



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## Grading Classifications

A **Pass** is a grade awarded to a learner who has achieved a mark of between 50 and 64%.

A **Merit** is a grade awarded to a learner who has achieved a mark of between 65 and 79%.

A **Distinction** is a grade awarded to a learner who has achieved a mark of more than 80%

## Grading Criteria for Awards at Levels 4 to 6

Pass	Merit	Distinction
<p>A Pass indicates that the learner has:</p> <ul style="list-style-type: none"> <li>✦ Achieved the learning outcomes outlined in the minor award. A Pass is the minimum acceptable standard;</li> <li>✦ Used the language of the vocational/ specialised area competently;</li> <li>✦ Attempted to apply the concepts appropriately;</li> <li>✦ Provide sufficient evidence which has relevance and clarity.</li> </ul>	<p>A Merit indicates that the learner has:</p> <ul style="list-style-type: none"> <li>✦ Achieved the learning outcomes as outlined in the minor award. A merit implies that a good standard has been achieved;</li> <li>✦ Used the language of the vocational/ specialised area with a degree of fluency;</li> <li>✦ Expressed and developed ideas clearly;</li> <li>✦ Demonstrated initiative, evaluation and analytical skills;</li> <li>✦ Presented coherent and comprehensive evidence.</li> </ul>	<p>A Distinction indicates that the learner has:</p> <ul style="list-style-type: none"> <li>✦ Achieved the learning outlined in the minor award. A Distinction implies that an excellent standard has been achieved;</li> <li>✦ Used the language of the vocational/ specialised area fluently and confidently;</li> <li>✦ Demonstrated a depth of understanding of the subject matter;</li> <li>✦ Demonstrated analytical and reflective thinking;</li> <li>✦ Expressed and developed ideas clearly; systematically and comprehensively;</li> </ul> <p>Presented coherent, detailed and focused evidence.</p>

## **Outside Training**

If part of your course or programme is being held in an outside facility of the Centre please ensure that all Health & Safety conditions are adhered to and that appropriate clothing and footwear is worn.

## **Respect and Consideration**

Learners are asked to show respect, courtesy and tolerance towards all tutors, staff members, fellow students and visitors to the centre. The Centre endeavours to provide quality education for all learners, in a caring, disciplined and respectful environment.

Every learner has the right to pursue his/her education in a safe and secure environment, free from the fear of being bullied in any form. Learners are strongly encouraged to report any incident, which makes them feel threatened or unsafe. Firm steps will be taken to stamp out all cases of bullying. Our Equality & Diversity policy further sets out our course of action in regards to this.

## **Feedback**

Feedback will be given on a regular basis. It may be formal following an assessment or informal following a discussion with a tutor. Please use these as a positive opportunity to review your progress. Please refer to our Assessment Policy for more details.

## **Health and Safety**

The Centre has made every reasonable effort to provide a safe working environment for learners and all users of the Centre. The management has a responsibility to ensure that Health and Safety standards are maintained. However all staff and learners must take responsibility for seeing these rules and procedures are followed. Learners must take every effort to prevent accidents and potential hazards. All accidents must be reported no matter how minor. Fire exits, corridors must be kept clear at all times. Our Health & Safety Statement is available to review at any time, please ask your tutor for this.

## **Conduct**

It is expected that learners act in a proper manner in the Centre. Learners must not possess unsuitable or inappropriate material. Personal phone calls should be made during breaks or with prior agreement with the tutor. Personal mobile phones are to be switched to silent during class hours.

## **Fire Safety**

On hearing the fire alarm please leave the room and assemble at the fire assembly point. Do not re-enter the building for any reason.

Fire Safety information (ref: Fire Safety Policy) is on the notice board in every room please familiarise yourself with the details.

## **Computer Usage**

The Centre and W.I.N. Computer and Network Policy incorporate all laws, restrictions and policies issued by the Irish Government. The policy is comprised of the following articles:

- All bags and coats should be placed neatly and safely on or under chairs or in a designated area.
- No food or drink should be consumed near any computer at any time.
- Under no circumstances should any learner alter computer settings. This includes; Wallpaper/Background; Screensavers; Printer Settings.
- Learners should not access, alter or remove materials or data that belongs to another learner.
- Any learner misusing or damaging computer equipment anywhere in the building will be required to repair or replace damaged property.

## **Recycling**

The Centre has a recycling policy. Please use recycled paper whenever possible (e.g. in printers for draft copies). Where available please use boxes or bins for plastics, bottles, cans etc.

## **Smoking**

Smoking is permitted in designated areas only, please use wall ashtrays where provided.

## **Car Park**

The Centre is happy to allow their learners to avail of free parking. The Centre is not responsible for any damage or thefts that might occur to vehicles parked in the car park. Learners are asked not to block emergency exits.

## **Finally...**

One must learn by doing the thing; for though you think you know it, you have no certainty, until you try.

**--Sophocles**

Wonder is the desire for knowledge.

**--St. Thomas Aquinas**

Live as if you were to die tomorrow. Learn as if you were to live forever.

**-- Gandhi**

Learning is a treasure that will follow its owner everywhere.

**-- Chinese Proverb**



*"We confirm that our organisation complies with The Governance Code for the Community, Voluntary and Charitable Sector in Ireland".*



An Roinn Coimircí Sóisialaí  
Department of Social Protection  
*Helping you build a better life*



An Roinn Gnóthai Pobail, Tuailthe  
agus Gaeltachta  
Department of Community, Rural  
and Gaeltacht Affairs

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