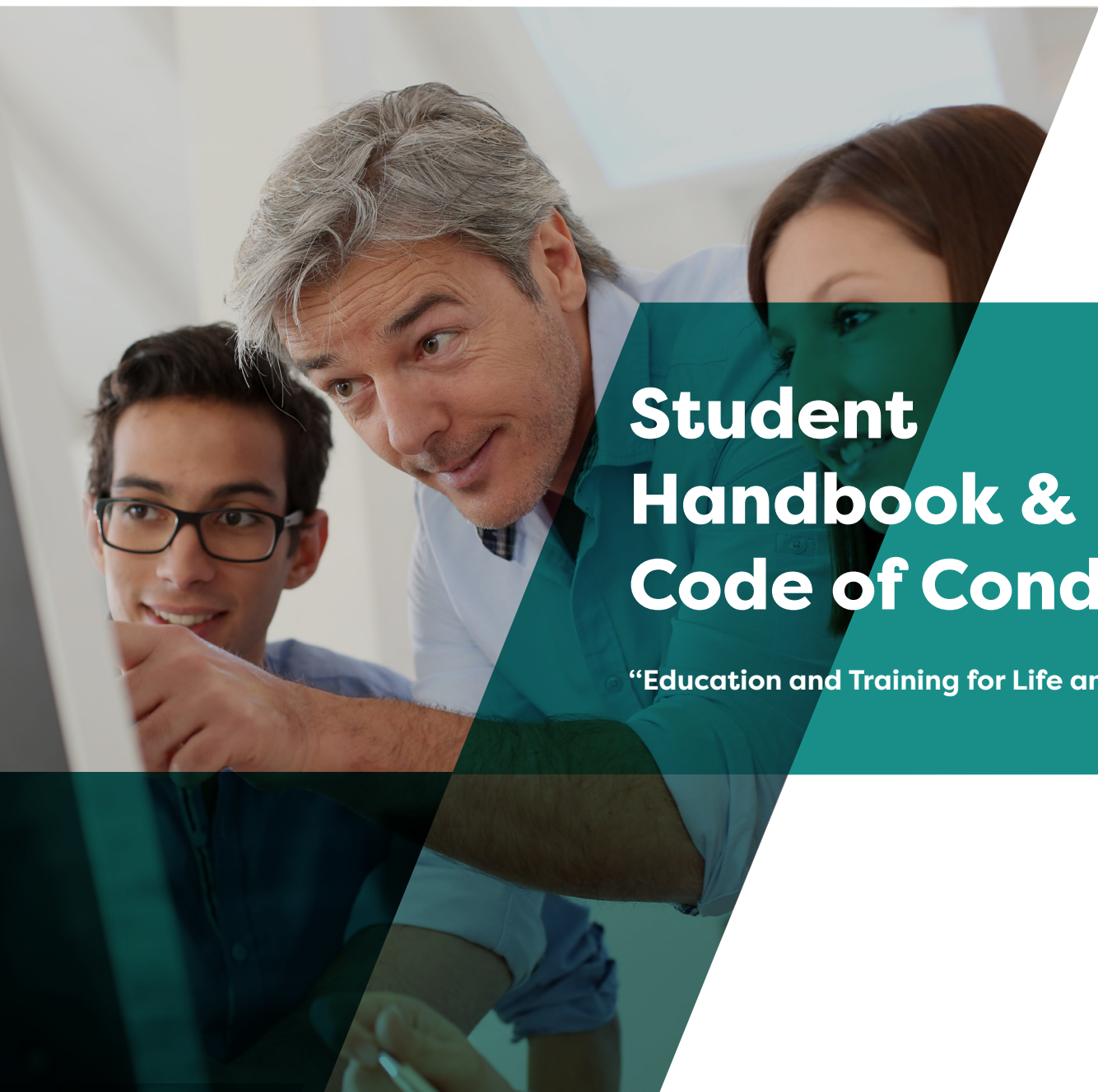




**msletb**

Bord Oideachais agus Oiliúna  
Mhaigh Eo, Shligigh agus Liatroma  
Mayo, Sligo and Leitrim  
Education and Training Board

Training Centres Sligo and Ballina



# Student Handbook & Code of Conduct

“Education and Training for Life and Living”

**SOLAS**  
learning works



Có-mhainithe ag an  
Aontas Eorpach  
Co-funded by the  
European Union



Rialtas na hÉireann  
Government of Ireland

# WELCOME & INTRODUCTION

On behalf of the Management and Staff I would like to take this opportunity to welcome you to your further education and training experience and to wish you every success on your course with us in Mayo Sligo Leitrim Education and Training Board.

We hope that you will find this to be a rewarding experience during which time you will be provided with Education & Training to give you 'Opportunities for Life and Living'. Whether it is for a new career, to help you with an existing career or indeed as a progression route onto Further Education and Training (FET) or Higher Education we wish you well during your learning journey and for the future.

This Student Hand Book & Code of Practice has been put in place to enable you to take the best possible advantage of the training programme you are undertaking. The discipline and work ethic required to complete the programme will give you a good grounding in the standards required to obtain and keep employment or to follow and complete progressive further or higher education and training.

You are expected to follow and respect our 'Code of Conduct'. Compliance with this code assists us in maintaining a high standard of safety and a good learning environment to benefit the learning experience for all learners participating in our services.

Not all of the sections in this handbook are applicable to all learners, for example all of our learners are not in receipt of payments & allowances and many of our learners will be in locations other than our training Centres but in general procedures around behaviour, attendance and programmes are common to all learners. Also, please observe the procedures & policies that are specific to the location/ employer that apply to you.

Participants are reminded that these procedures are preventative and are of a deterrent rather than a penal nature. Our overall aim is to train our learners in an industrial/business environment that replicates to an extent the demands that will be placed on you in a real working environment.

Our programmes\* are delivered by professional trainers in modern well-equipped training facilities. Our courses are all certified. MSLETB Training Centres - Sligo and Ballina focus on the FET sector delivering programmes from Level 3 to Level 6 on the National Framework of Qualifications (NFQ)

Additional information is available on our web sites [sligotrainingcentre.ie](http://sligotrainingcentre.ie) or [ballinatrainingcentre.ie](http://ballinatrainingcentre.ie). in the learner's information section

Area Training Manager; MSLETB Training Centres – Sligo and Ballina

*\*Many of the Programmes provided through MSLETB Training Centres - Sligo and Ballina are part supported by the Irish government and the European Social Fund Plus (ESF+) supporting actions in the areas of employment, education & skills and social inclusion. ESF+(2021-27)*

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# MSLETB TRAINING CENTRES - SLIGO AND BALLINA

The training services previously provided by FÁS up until 2014 are now provided by Education and Training Boards which are known as ETBs for short. Mayo, Sligo and Leitrim have one such ETB called the Mayo, Sligo and Leitrim Education and Training Board (MSLETB). A Summary of our services is provided from page 9

In Ireland, generally speaking, we categorise the delivery of Education and Training into three (3) broad sectors

1. The Primary and Secondary Education Sector catering for children from baby infants to Leaving Certificate.
2. **The Further Education and Training Sector (FET Sector)** Caterers for Learners pursuing Programmes from Level 1 up to Level 6 on the National Framework of Qualifications (Known as the NFQ for short) and includes a significant number of programmes that could be described as having a vocational focus.
3. Third Level Education which is delivered by the Institutes of Technology, 3rd Level Colleges and Universities providing programmes from Level 6 to Level 10 on the National Framework of Qualifications (NFQ).

MSLETB delivers programmes in two (2) of the above Sectors;

1. The Primary & Secondary Sector, and
2. **The Further Education and Training Sector (FET Sector)**

MSLETB Training Centres - Sligo and Ballina delivers training in **Further Education and Training (FET)**. We deliver QQI certified and industry accredited programmes including Apprenticeships (Craft and New Generation Apprenticeships), Traineeships, Specific Skills and Community Based Training.

## SOLAS

SOLAS, an agency of the Department of Education and Skills (DES), is the state organisation with responsibility for the funding, planning and co-ordination of Further Education and Training (FET) in Ireland. MSLETB receives its annual budget from the Department of Education and Skills via [SOLAS](#). The National Apprenticeship system is managed through SOLAS and the operational delivery of the Apprenticeship programme is through the ETBs.

For more about FET and ETBs please visit the ETBI site: - [More about ETBs](#)



# Mayo

**County Mayo** *Contae Mhaigh Eo*, (“Plain of the yew trees”) in the Province of Connacht, Mayo



is the third largest county in Ireland. It is bounded on the north and west by the Atlantic Ocean and the Wild Atlantic Way, to the south by County

Galway; the east by County Roscommon; and to the northeast by County Sligo. Mayo has breath-taking stretches of coastline with miles of unspoiled beaches and stunning islands, one of which boasts the highest sea-cliffs in Ireland at Croaghaun Achill Island. The county has fascinating landscapes and countryside with spectacular scenery with the many lakes, mountains and valleys providing locals and visitors with great opportunities to experience a range of challenging outdoor activities.

Ballina, lies at the mouth of the River Moy near Killala Bay with the Ox Mountains to the East and the Nephin Beg mountains to the West.



MSLETB Training Ballina is situated beside the Moy facing the Salmon Weir Bridge. There are a myriad of activities in and around Ballina from world-famed salmon angling on the river Moy, golfing on Ballina’s parkland course or the nearby Enniscrone links course, archery, kayaking, stand-up paddling, sub aqua diving, biking, trail running and hillwalking to name but a few.



If culture, music and history inspire you the town has a lively entertainment scene and also hosts many cultural events and festivals, including

the world-famous Ballina Salmon Festival. And for a piece of ancient history, Patrick’s sacred mountain, Croagh Patrick, with its rich vein of archaeological heritage. is situated just five miles from the picturesque town of Westport See [Visit Ballina](#) or [Visit Mayo](#) for more information

**Transport Links** - Ballina is easily accessible by Road, Rail and Air



1.5 hours’ drive from Galway city, 45mins from Sligo along the N59 and 2.5 hours’ drive from Dublin.



Public and Private bus and coach services operate from Dublin, Donegal, Sligo Leitrim, Mayo, and Galway, Timetable [Bus Eireann](#)



Trains to Dublin Heuston operate three times daily and on Friday evenings a train operates direct from Ballina to Dublin [irishrail.ie](#)



[Ireland West Airport, Knock](#) is located 38 Kms from Ballina.

# Sligo

**County Sligo:** (*Contae Shligigh*), widely regarded as one of Ireland's most beautiful scenic counties, is located in the Northwest and is bounded by the magnificent Atlantic Coast Line that is part of the [Wild Atlantic Way](#). The administrative capital and largest town in the county is Sligo Town.

**Sligo Town:** situated on the banks of the Garavogue River it connects Lough Gill to the Atlantic Ocean with Knocknarea to the West and Ben Bulbin setting the scene to the North. It is a compact, vibrant bustling town with a population of 20,000 people surrounded by a striking landscape with a blend of beaches, mountains and lakes.

## MSLETB Training Centre – Sligo:

The Student Experience:

- MSLETB

Training Centre

- Sligo, IT Sligo

and St. Angela's

College attract

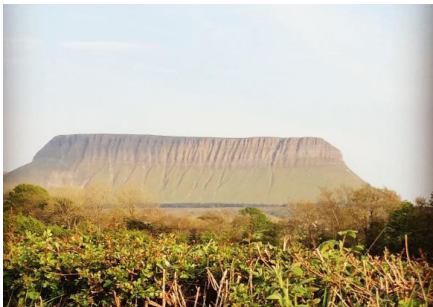
up to 6,500 Further Education and Training (FET)

learners and 3rd Level students into Sligo Towns

and its environs significantly contributing to the vitality and cultural character of the town

There are plenty of cultural, adventure and sports activities available including Theatres, Museums, Cinema, Beaches Surfing, Diving, Horse-riding, Beaches, Hillwalking, Kayaking, Golf etc and did we mention the Beaches! See [Sligo Tourism](#) for more information.

There are also plenty of options available to engage in social activities with friends or fellow learners. We do appreciate that this may be of little interest given the amount of time you will devote to your studies, however just in case you have some free time! There is lively



## ROAD

Sligo Town is accessible from the South, East and West Via the N4 and from the North and Northwest Via the N15 and N16



## BUSES

Public and Private bus and coach services operate from Donegal, Leitrim, Mayo, Roscommon, Galway, Longford, Westmeath, Dublin, Belfast and Derry. Timetable [Bus Éireann](#)



## RAIL

Sligo-Dublin train with up to 8 intercity train services per day. [Sean MacDiarmada Train Station](#) is located beside the Bus Depot in the centre of town.



## AIR

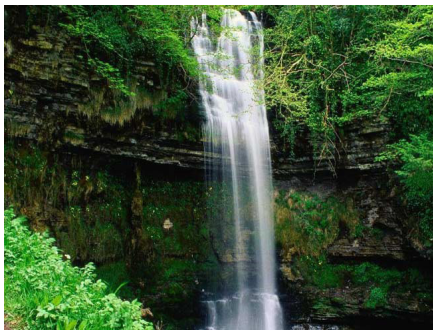
[Ireland West Airport, Knock](#) is located 50kms from Sligo Town.



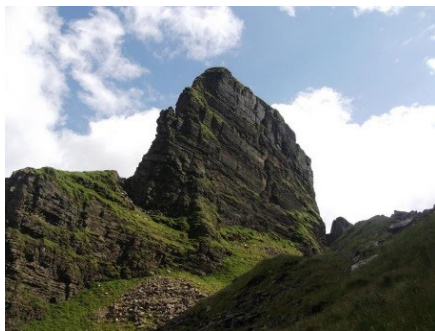
# Leitrim

**County Leitrim:** (Contae Liatroma) the “*Kingdom of West Breifne*” a county renowned for its natural beauty, Leitrim is the smallest County by population in Ireland; the main population centres being Carrick-on-Shannon, Mohill, Manorhamilton, Ballinamore, Drumshanbo, and Dromahair. Carrick-on-Shannon is the County town and is a major inland tourist resort with an abundant array of top restaurants, accommodation, nightlife, visitor attractions and shopping.

Leitrim has a dramatic hilly and mountainous landscape in its northwest and is relatively flat in the southeast. Lough Allen divides the middle of the county. It is an unspoiled, tranquil area of great natural beauty, consisting of lofty mountains, deep valleys, pastures, lakes, rolling hills and rivers. To the Northwest, between Sligo and Donegal, Leitrim has the shortest length of Atlantic coastline of any Irish county that touches the sea. Glencar Waterfall in Glencar Lough was a source of inspiration to *William Butler Yeats* and the surrounding area offers peaceful scenic walks and picnic spots.



Other attractions in Leitrim include; Parkes Castle, Eagle’s Rock and the Shannon–Erne



Waterway (Shannon Blueway) which crosses the entire county, Leitrim has many waterways including Lough Allen, Lough Melvin and the

Shannon. Unsurprisingly; these waterways are popular for angling. (Lough Melvin is the only place in the world you will find the Gillaroo “red fellow” Variety of trout) Leitrim is one of the most

popular places in Ireland for the new water sport of ‘Stand Up Paddling’ (SUP). There are plenty of other adventure & sports activities with centres across the county that are popular with tourists and locals alike. These include river cruising and activities, canoeing, cycling, kayaking, horse-riding, hillwalking, golf etc. See [leitrimtourism.com](http://leitrimtourism.com)

**Transport Links** - Leitrim is easily accessible by Road, Rail and Air



Leitrim is assessable along the N15 (Sligo-Leitrim- Donegal), N16 (Sligo-Leitrim-Enniskillen) and N4 (Sligo-Leitrim-Dublin) national roads.



Public and Private bus and coach services operate from Donegal, Leitrim, Mayo, Roscommon, Galway, Longford, Westmeath, Dublin, Belfast and Derry. Timetable [Bus Eireann](http://Bus Eireann)



Sligo-Dublin train with up to 8 intercity train services per day. Stations at Dromod and Carrick-on-Shannon. [irishrail.ie](http://irishrail.ie)



[Ireland West Airport, Knock](http://Ireland West Airport, Knock) is located 60kms from Carrick on Shannon.

# TRAINING PROGRAMMES DELIVERED

MSLETB Training Centres – Sligo and Ballina provide a comprehensive range of training options for people; seeking employment, who want to up-date or get new skills, people changing careers, persons with a disability, people who want to progress to further, or higher, training and education and for early school leavers.

A list of our courses that are currently available can be found on our web sites [www.sligotrainingcentre.ie](http://www.sligotrainingcentre.ie) or [www.ballinatrainningcentre.ie](http://www.ballinatrainningcentre.ie) You can search for courses by county by selecting the course finders for Mayo, Sligo or Leitrim. A full directory of all of the Further Education and Training (FET) services provided by MSLETB and general information including FAQs is also provided on our website for learners.

A wide range of training delivery methods are used, including; full-time day courses delivered in our purpose built and equipped training centres in Sligo and Ballina, full-time day courses programmes delivered on our behalf in other training centres and at external satellite or outreach locations throughout Counties Mayo, Sligo and Leitrim and part-time evening programmes. A general outline of our programme types is provided below.

## Day Courses

All of our day courses are available for viewing on Fetchcourses.ie [www.fetchcourses.ie](http://www.fetchcourses.ie) Our day courses provide fully certified, accredited and professionally delivered training programmes to increase your job prospects and/or your progression to Further Education and Training.

The duration of the courses can vary. There is no fee and in some circumstances allowances, including travel or accommodation, may be paid. Day courses are generally full-time with training taking place Monday to Friday however some may be delivered on a part-time basis and also through eLearning.

## Traineeships

Traineeships provide job-specific training which combines direct training and a significant

segment of Work Based Learning (WBL) in a workplace training with an employer. Courses are full-time and all year round to facilitate those entering the workforce for the first time and for persons wishing to up-date or acquire new skills.

All programmes lead to QQI major awards at levels 4 to 6 on the National Framework of Qualifications. Traineeships typically take six - nine months to complete. Examples of Traineeships; Career Traineeships in Hospitality, Hairdressing, Childhood Care & Education, Healthcare Support and Outdoor Activity.

## Specific Skills Training (SST)

Specific Skills Training courses typically take six (6) months to complete and are designed to meet the needs of industry and business across a range of sectors. All SST courses lead to accreditation at Levels 4-6 on the National Framework of Qualifications (NFQ) or certification from a recognised external accredited body. Courses are full-time and all year round to facilitate those seeking employment for the first time and for persons wishing to up-date or acquire new skills to increase their future employment opportunities.

Examples of courses include, Computer Applications and Office Skills, Retail Skills, Health and Beauty, Business Administration, Sports & Recreation, Construction Skills Programmes, Manual and Computerised Payroll and Book-keeping, Engineering and Coded Welding.

## Evening Course [Information and Prospectus](#)

Evening courses offer a flexible training option to people unable to access full time day programmes. They are generally delivered in our Training Centres and take place over 1 or 2 evenings per week for 3 - 4 hours per evening. The majority of our courses are 10 weeks long. Evening courses are open to everybody and are mostly free of charge for both employed and unemployed persons, (there is a fee for some people in employment). Unemployed applicants, in receipt of social welfare payments, should

apply through their local Intreo Office. Employed applicants should apply directly to the location providing the training and check out if they are eligible for a fee waiver

## Skills to Advance

Employee Development aims to support employees or learners with lower skills who need opportunities to advance their working lives, to sustain their employment and to avail of job opportunities. Employees in all parts of the workforce with skills below level 5 and who need an opportunity to advance their working lives and careers are eligible. For further information or to enquire if you are eligible email [skillstoadvance@msletb.ie](mailto:skillstoadvance@msletb.ie) or go to [Skills to Advance](#) on [sligotrainingcentre.ie](http://sligotrainingcentre.ie)

## Skills for Work

Skills for Work is a national programme to deliver training courses for full time or part time employees. The programme is particularly targeted at low skilled workers who, without the opportunity to participate in this training, may not have the confidence to embrace change in the workplace. See [www.skillsforwork.ie](http://www.skillsforwork.ie) for more information.

## Specialist Training Programmes (STPs)

MSLETB Training Centres – Sligo and Ballina contract Specialist Training Providers (STPs) in Mayo, Sligo and Leitrim to deliver training courses to people with disabilities who require more intensive support than would be available in a non-specialist training environment. The features of this specialist vocational training include; additional training duration; adapted equipment; special transport arrangements; enhanced programme content and an increased trainer to learner ratio.

People with disabilities are encouraged to avail of and participate in a broad range of mainline training options. Examples include ICT and vocational multi-skills. Courses are generally one to two years in duration, are delivered all year round and lead to accreditation at Levels 1-5 on the National Framework of Qualifications.

## Apprenticeships (Earn While You Learn)

Apprenticeship is defined as a programme of structured education and training which formally combines and alternates learning in the workplace with learning in an education or training centre. The Standard Based Apprenticeships, which covers 5 different industry sectors, is a dual system using a blend of On-the-Job employer-based training and Off-the-Job training. These apprenticeships take 4 years to complete. There are 7 Phases: - 4 Phases are completed with the employer (Phase 1, 3, 5 & 7). Phase 2 is completed in an ETB Training Centre and Phases 4 & 6 are completed in an Institute of Technology (IT). MSLETB deliver some of the Off-the-Job Phase 2 apprenticeships in our training centres in Sligo and Ballina. An Advanced Certificate Craft - Level 6 is awarded on the successful completion of one of these apprenticeships.

New Generation Apprenticeships encompass different industry sectors, structures, delivery modes and qualifications ranging from level 5 to 10 on the [National Framework of Qualifications \(NFQ\)](#). MSLETB deliver the Butchery, Commis Chef, ICT and Sales Apprenticeship Programmes.

Requirements to become an Apprentice

- You must meet the Entry Requirements for your chosen occupation (pre-screening occurs in some of the post 2016 apprenticeships)
- You must obtain employment with an approved employer

### For further information on apprenticeships

Email [apprenticeship@msletb.ie](mailto:apprenticeship@msletb.ie)

Or contact MSLETB Training Centre – Sligo at  
**071-9159500**

For further information about apprenticeships visit

[www.sligotrainingcentre.ie](http://www.sligotrainingcentre.ie) or  
[www.apprenticeship.ie](http://www.apprenticeship.ie)

## Literacy and numeracy Support

Literacy and Numeracy Support is available to all learners. To avail of supports, speak to your instructor and they will advise you about how to access learner supports. Links to various additional resources are included in the learner study and learning handbook.

## Community Training Centres

MSLETB works in partnership with the Community Training Centre - Sligo (CTC) to provide community based training for early school leavers as part of the National Youthreach Programme, in Sligo town and in Carrick on Shannon Co Leitrim. The CTC is an independent, community-based organisation which provides training and related supports for early school leavers primarily aged between 16 – 21 years who have left school with no formal or incomplete qualifications.

Learners in the CTC have individualised learning plans and participate on programmes offering personal and social skills development through modules such as communications, personal effectiveness, teamwork, career planning and literacy and numeracy support, which are integrated with the vocational training modules. Courses are generally two years in duration, are full-time and lead to major awards on the National Framework of Qualifications at levels 3 and 4. Programmes offered in the CTC include Employability Skills, Hairdressing, ICDL and Pathways to Employment.

## Local Training Initiatives (LTIs)

MSLETB in collaboration with local community groups throughout Mayo Sligo and Leitrim provide flexible Local Training Initiatives (LTIs) for unemployed people. The LTI programme is designed to provide opportunities for learners who are unable to participate in other MSLETB training opportunities for personal, social or geographic reasons. LTIs are designed for people who are unemployed, primarily people under 35 years of age, with no formal qualifications or incomplete secondary level qualifications. Unemployed people over the age of 16 at any level of literacy are eligible to participate on an LTI.

Literacy difficulties are not a barrier to entry. LTIs support many organisations engaged in a wide range of initiatives including Horticulture,

Advanced Manufacturing, Catering, Business, Multi Media, and, Sports Coaching. Some projects are targeted at specific groups in society. Training in MSLETB Local Training Initiatives leads to accreditation at Levels 3, 4 and 5 on the National Framework of Qualifications. Courses are full-time and are delivered all year round.

## MSLETB Adult Educational Guidance Service

The guidance service provides impartial careers and education information to adults who are registered on a FET programme within the ETBs as well as to those considering a return to education and training

Guidance is provided in group settings and on a one-to-one basis for those who require further supports in order to identify and action a lifelong learning and career plan.

The Adult Guidance Information Officer can provide up to date and impartial information to the general public about local, regional and national education and training opportunities that may be available. To access these services go to <http://msletbadultguidance.ie/> or click on Mayo Sligo & Leitrim Adult Guidance Services in the Learner Resources and Policies section on our website.

The Adult Guidance Service is also available in your local area if you are not living in Mayo, Sligo or Leitrim, please see National list Adult Guidance Services by region [Contact a local Adult Guidance Service – ETBI](#)

## eCollege

[eCollege](#) is the leading online institution in Ireland delivering online and distance training courses in business, project management, SQL, Cisco, graphic design, web design, digital marketing, software development and basic computer literacy. courses are available for people in employment and for the unemployed who wish to update their skills. Click on the logo above for more information.



## Digital Library

Available to all learners and apprentices in MSLETB. The FET Digital Library, provided by [ETBI](#) This site offers resources, Referencing information, Tutorials, Guides and useful links to support you in your learner journey.



# NATIONAL QUALIFICATIONS FRAMEWORK (NFQ)

All qualifications, known as QQI awards, recognised through this system are quality assured meaning that you can have confidence that the award offered to you through your course is constantly reviewed to ensure high consistent standards.

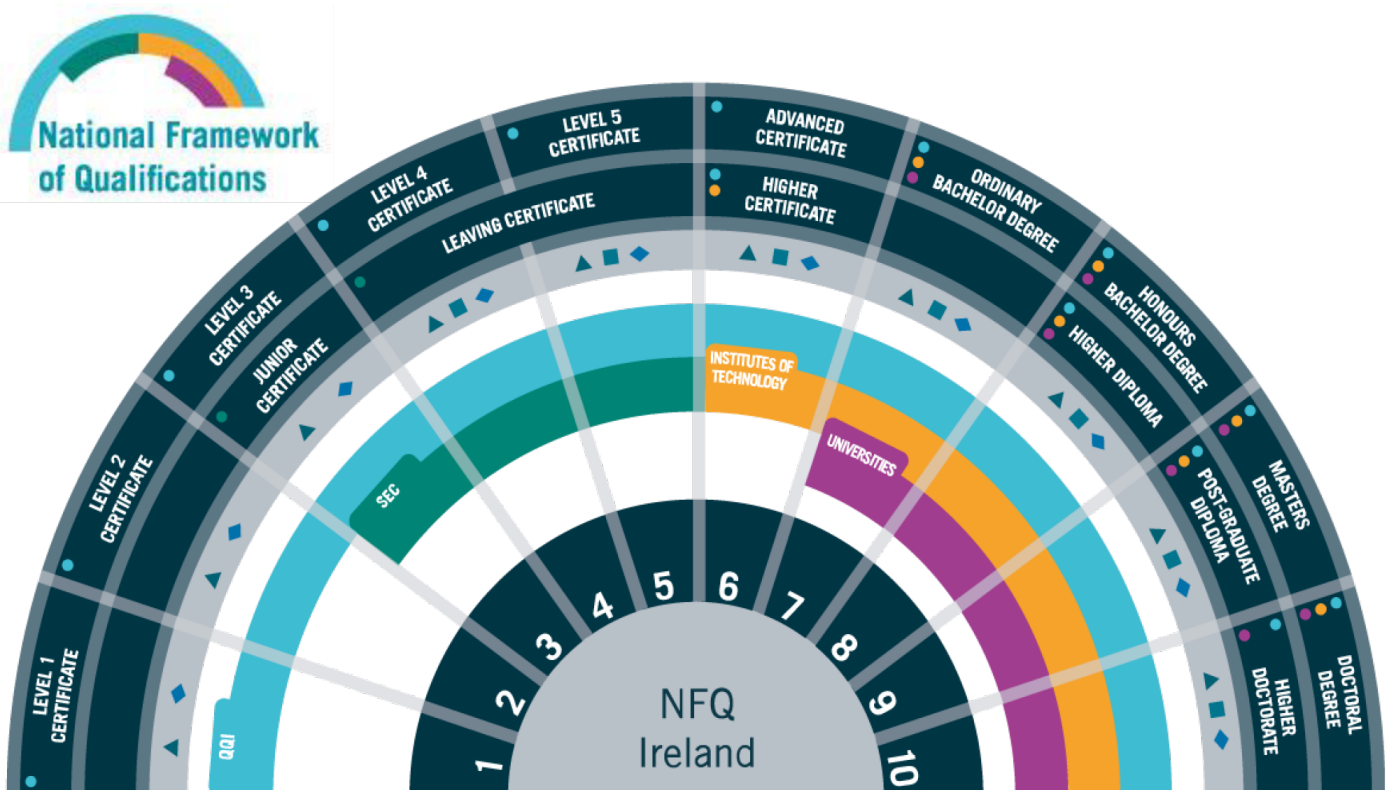
The National Qualifications Framework has ten (10) levels. Each level grades all learning from beginner to advanced. It is based on standards of knowledge, skill and competence.

You should aim to progress through the levels, for example if you have completed a QQI Major Level 3 your next Target would be at least a QQI Level 4 Major.

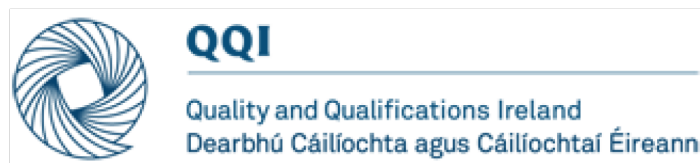
QQI Awards at Levels 5 & 6 Qualify for up to 390 CAO Points. To calculate your points, use the following link [Points CAO Calculator](#)

The NFQ is user-friendly and allows students to easily compare and contrast qualifications in order to plan their education, training and career progression. The simple 'fan' structure also makes sure you are not disappointed by choosing a course that's currently below your present level of qualifications.

Look at the [Interactive Framework](#); get to Know your Level!



## Where are you on the Framework?



“QQI Award. Know it when you see it.”

# CODE OF CONDUCT

## Area Training Manager MSLETB Training Centres Sligo & Ballina

The Area Training Manager has overall responsibility for the delivery of MSLETB Training Centres Sligo & Ballina programmes, whether in our Training Centres or delivered in another location in Counties Mayo, Sligo and Leitrim.

## Assistant Area Training Manager MSLETB Training Centres Sligo & Ballina

Every Programme has a designated 'Assistant Manager' with operational responsibility for that particular course.

## Instructor/Tutor

During training your most important point of contact is your Instructor. Your Instructor or in some instances Instructors will guide you through the induction process, including the provisions of this Code of Conduct. Every course participant should consult their Instructor in the first instance in relation to any query or problem connected with your programme of training in the centre including your attendance. If you have a medical issue e.g. allergy you should disclose this to your instructor and any other relevant person.

## Hours of Training

The majority of learners attend programmes five days per week: Monday to Friday: for 31.25 hours per week (Excluding Bank Holidays). These times and days can vary for learners on Career Traineeships and programmes that include significant elements of Work Based Learning, including some New Generation Apprenticeships. Your Instructor will give you details of the programme schedules and any variations prior to the commencement of your programme/module.

Start	Finish	Days
8.30AM	3.45PM	Monday to Thursday inclusive
8.30AM	12.45PM	Friday
Lunch	30 minutes (excluding Friday)	
Tea Break	10 minutes each morning	

## Training Allowances

Training courses provided by MSLETB Training Centres are free (except for evening courses unless you are entitled to a fee waiver). You may be entitled to receive a training allowance for the duration of your course. Your [local Intreo Office](#) can advise if you are entitled to any allowances while on a training course in MSLETB. You must bring a form (Form 103) signed and stamped by your local Intreo Office to your course registration to show your eligibility and amount payable for training allowances. See [www.sligotrainingcentre.ie](http://www.sligotrainingcentre.ie) or [www.ballinatrainningcentre.ie](http://www.ballinatrainningcentre.ie) FAQs section for information re training allowances.

## Timekeeping

Timekeeping is a key assessment element, which is recorded on each course participants training record sheet. Good timekeeping is also a key area which employers look for when recruiting. Attendance information can be provided to potential employers. Course participants must attend for training on time each day. In the event of you being late, you should advise your Instructor of the reason. The Instructor may decide to accept your account without further action.

Learners who are late or who leave early without permission or authorisation; (outside of allocated times, see above table re attendance times), will receive a deduction from their training allowance.

Learners/Apprentices on Work Based Learning, or “On-the-Job” elements of their programme must comply with the working time arrangements agreed/specified by their employer.

### Accommodation/Travel Allowances/Child Care (If Applicable)

You may be able to claim an accommodation allowance if you need to live away from home for the duration of the course or a travel allowance. (One or the other not both) This will be determined during the registration process. If you qualify for a free childcare place for your child, you should contact your local County Childcare Committee. For more information on allowances and childcare see [www.sligotrainingcentre.ie](http://www.sligotrainingcentre.ie) FAQs

### Identity Card (Clocking for Learners on ‘Training Centre’ Programmes)

If Applicable: - When you are registered, you will receive an electronic clock card; this is also your identity card. You must clock-in each morning and clock-out when leaving the Training Centre. When clocking out, please form an orderly queue.

**Note: - the use of an identity card belonging to another learner may result in your and the other person’s dismissal from the Centre.**

### Absences

You are required to attend each day of your training course whether in centre or during periods of Work Based Learning or “On-the-Job” If for some reason you must be absent from your course you must notify your Instructor/mentor as early as possible on the first day. If no notification of an absence is received within two days, it may be assumed that you have left the course.

If you have reason to leave the Training Centre during training hours (and this includes lunch break), you must advise your Instructor. You must also clock out when leaving the Training Centre and clock in on return. Failure to do so could

result in a deduction being made from your training allowance or other disciplinary action being taken against you.

Apprentices should contact their employer regarding absences

### Sick Leave

Payments are made for Certified Sickness in respect of learners who are in receipt of an MSLETB training allowances.

Learners in receipt of an MSLETB Training Allowance that are not in receipt of a disability related payment from the Department of Social Protection prior to commencing the course the following rules apply:

On receipt of a valid doctor’s certificate, within the required timeline, payments are made in respect of certified sickness absence however restrictions apply, for example;

- A total of 3 days is payable in any rolling 3 month period.
- If absent through illness for periods in excess of 3 days in any rolling 3-month period the learner should contact their local Department of Social Protection Office regarding entitlements to benefits.
- Apprentices should also contact their employer regarding payments they may be eligible for.

### Compassionate Leave

On the death of a learner’s spouse/partner or child, up to 5 days’ compassionate leave will be paid to a learner in receipt of a Training Allowance.

For absence arising from the death of an immediate family member a maximum of 3 days’ compassionate leave will be paid to a learner in receipt of a Training Allowance.

1 day compassionate leave for other close relatives to include uncle, aunt, niece or nephew.

Apprentices should contact their employer regarding sick leave arrangements.

### Bank/Public Holidays

When in a training centre all Bank Holidays are observed and attendance is not required. Trainee Payments (for learners in receipt of training allowances) is made for these days.

Apprentices are subject to their employer Bank/Public Holiday arrangements

### Training Records

All your training activities are monitored and recorded. Within permitted agreements and in keeping with GDPR requirements employers can have access to these records.

### Entering and Exiting the Training Centre

Entering and exiting the Training Centre should only be through the designated doors. Using other doors is a breach of security regulations.

### Safety Reminder

Safety is everyone's concern! If you are in doubt about any aspect of training, speak with your Instructor.

- Fooling around can cause injury to yourself and other persons.
- Every identified possible hazard should be reported.
- Tidy work areas/classrooms - reduces dangers.
- You are responsible for your own safety.
- You are not allowed to enter or pass through workshops.

### Maternity Leave

#### If I'm pregnant. What leave am I entitled to?

You are entitled to 26 consecutive weeks' basic maternity leave. Maternity leave is generally taken two to four weeks before the expected birth. You must take at least two weeks before and four weeks after your expected week of confinement.

You should notify your tutor or instructor as soon as possible so that we can ensure that we can support you and your requirements during your pregnancy.

We do not pay Maternity Benefit or Training Allowances during the period of maternity leave. You should contact your local Department of Social Protection office as early as possible to discuss any entitlements that you may be due

**Health and Safety:** We may ask you for confirmation from your doctor that it is safe for you to continue your training. This will depend on the type of training programme you are doing. If a risk is identified, we may suspend all or part of your training in the interest of Health and Safety.

For more information on our Maternity Policy please speak directly to your Instructor.

Apprentices should consult their employers in relation to company Maternity Policy

### Bullying

We endeavour to provide an environment that will give all course participants the freedom to learn without having to suffer bullying, intimidation or harassment. Bullying in this Training Centre is strongly disapproved of, is unacceptable and can be grounds for disciplinary action being taken.

We regard bullying to include:

- Aggressive behaviour toward another person or persons
- Repeated verbal harassment
- Constant personal insults and name calling



- Uncomplimentary remarks likely to cause serious offence
- Constant ridiculing of a person or persons by another person or persons
- Intimidation and threats in general

***If you are subjected to such behaviour, please contact your Instructor or another member of staff who will liaise with Management to address the complaint. All complaints will be dealt with in the strictest confidence.***

## Sexual Harassment

It is the policy of this training centre that freedom from Sexual Harassment is a condition of training to which every course participant is entitled, and sexual harassment is a breach of this policy. We recognise that sexual harassment is a form of sex discrimination. It is defined as unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work. This would encompass unwelcome physical, written verbal and non-verbal conduct.

Course participants who offend in this manner are liable to termination from the course and prosecution under the Anti-Discrimination (Pay) Act, 1974.

***If you are subjected to such behaviour, please contact your Instructor or another member of staff who will liaise with Management to address the complaint. All complaints will be dealt with in the strictest confidence.***

## Child Protection

MSLETB recognises that child protection and welfare considerations permeate all aspects of our activities and must be reflected in MSLETB policies, procedures, practices and activities. A copy of the MSLETB Child Safeguarding Statement is available at

## Equality Culture and Diversity

MSLETB strives to provide learners and staff with an environment free from discrimination and harassment and ensures that its policies, procedures, structures and services create no disadvantage to any learner. MSLETB recognises that the learning environment for both staff and learners must be one that values and promotes people's differences. All staff and learners have the right to fair treatment. A Copy the MSLETB Equality Policy Statement is available on our website

## General Data Protection Regulation (GDPR)

Learners must not share confidential or proprietary information about MSLETB programmes, assessments or activities and you must maintain staff and student personnel privacy.

All learners must complete the on-line GDPR programme and complete the simple on-line exercise. To access these materials, click on [GDPR link](#) use your MSLETB email address to register if you are not already registered.

## Computer Resources and Internet Usage

During your induction you will be given a copy of our Computer Resources and Internet Usage. You must read and sign this policy

## Social Media Policy & Learner

The Social Media Policy applies to all learners on MSLETB Training programmes who participate in social media activities posting to their own sites or commenting on other sites. Social media includes groups, personal blogs and other websites, including Facebook, LinkedIn, Twitter, YouTube, WhatsApp, Snapchat, Instagram and/or any other new or existing social media platform.

You should Be respectful to staff and your fellow students; do not engage in abusive, defamatory, harassing, obscene or otherwise objectionable activities. Failure to adhere to this policy could result in disciplinary proceedings.

If you are in any doubt about your social media activity in connection with your training or course during the time you spend with us in MSLETB, please speak directly to your Instructor/teacher/tutor or another member of staff. A copy of the full policy is available

### Malicious Actions

Abuse of member of staff, fellow trainees or their property or Training Centre property, including theft, will incur instant dismissal and may result in the matter being referred to An Garda Síochána.

### General Behaviour

Mature and disciplined behaviour is required and expected in all parts of the Training Centre and its surroundings. Trainees/Apprentices are prohibited from entering or passing through other training areas. Safety rules and procedures must be adhered to at all times. Unruly behaviour and horseplay, particularly in training areas, are extremely dangerous and course persons responsible/involved in such behaviour are liable to dismissal from training. The playing of football or other sports is not permitted on campus at any time.

### Tools/Equipment

All tools, machinery and equipment are purchased out of taxpayers' money and it is the responsibility of everyone to ensure that they are well maintained. Breakage/damage to such items must be reported promptly to the Instructor. Apprentices are responsible for their own personal tools and equipment.

### Illicit/Illegal Drugs

Drugs, other than those medically prescribed for the bearer's personal use, may not be brought into the building or grounds of the Centre. Course participants found with such substances will be terminated from the course and the Garda Síochána will be notified.

### Environmental

Please switch off all computers, screens, electrical appliances and lights at the end of each day. All waste must be placed in the clearly marked recycling bins as appropriate.

### Housekeeping

A Clean and Tidy Workplace/Classroom is a Safe Workplace/Classroom. You are responsible for the cleanliness/tidiness of your own work area/classroom. The workplace must be clean and orderly if it is to be safe, efficient and pleasant place to learn and work in.

Materials and equipment should be kept out of passageways and stored in designated areas after use. You may prevent a serious accident by picking up a potential tripping hazard.

Under no circumstance are uncovered drinks, cups etc with no lids, to be taken out of the canteen. In the interest of hygiene, no food or drink is allowed in classroom/work shop area

### Car Parking (Reverse Parking Only)

You may only park your car, motorcycle or bicycle in the areas designated for this purpose. The area at the back of the training Centre Sligo is specifically designated for trainees. Trainees can use the Car Parks to the front of the buildings in Ballina TC. Car park safety is very basic and consists of a few easily remembered and extremely important rules. Please follow these rules:

- Always reverse safely into parking spaces.
- Never park in space designated for the disabled.
- Do not park in spaces designated for Staff and Visitors.
- Always follow the directional arrows.
- Observe all posted speed limits and keep speed within these limits.
- Be aware of pedestrians and other moving vehicles.
- Always lock your car.

### Loss or Damage

MSLETB Training Centres Sligo and Ballina do not accept responsibility for loss or damage to vehicles or personal property on its premises.

### Renting Accommodation

Please note that MSLETB Training Centres Sligo and Ballina lists accommodation providers to facilitate learners seeking accommodation as an advisory service only. All bookings/rental agreements for accommodation are made between individual tenants and landlords. There is no direct link or business relationship between MSLETB and Landlords renting properties in a private commercial capacity.

### MSLETB Alumni

The MSLETB Alumni includes all students who are currently enrolled in MSLETB programmes or apprenticeships as well as former students. When finishing your programme you will be asked if you wish to remain a part of the MSLETB community. Quarterly newsletters are circulated by email about Further Education & Training opportunities and life-long learning options as well as local employment and education news.

### Canteen

Lunch and break times vary from course to course and should be checked with your Instructor. Classes must adhere to Canteen time schedule otherwise long queuing times will be incurred. Access to the Canteen is only available during lunch and morning break times. Course participants must return their crockery and cutlery to wash-up when finishing their tea and lunch breaks.

It is not permitted to bring cups or other items of delph out of the Canteen.

*Under no circumstance should uncovered drinks (without lids or caps) be taken out of the canteen as spillages in the corridors can result in a slip risk.*

### Mobile Phones

Do not use your mobile phone in while in class, unless advised/permited to do so by your instructor (switch off/silence). It is not permitted to make or take calls or to engage in Social Media activities. It is strictly forbidden to take or record images/voice recordings of staff or other learners without their express permission.

### Feedback

On completion of your training course, we welcome your views and would appreciate your time in completing an end of course review form.

# HEALTH AND SAFETY

## Safety & Welfare/Emergency Evacuation/ Fire Precautions

MSLETB Training Centres Sligo and Ballina place paramount importance on the safety and welfare of all its course participants. Our facility is equipped with a fire alarm system. In the event of the fire alarm bell ringing all persons must evacuate the building immediately through the nearest emergency exit. Once outside the building, you should go to your designated assembly point. When the bell stops ringing the emergency is over and you may, once directed by staff to do so, return to your classroom/workshop.

Everyone is expected to familiarise themselves with fire prevention procedures and take all sensible precautions to avoid outbreaks of fire. Your Instructor will inform you during your 'Induction Programme' of what to do in the event of an evacuation.

### Some evacuation rules to keep in mind are as follows:

- Walk slowly to the nearest exit, do not run,
- Evacuate as quickly and as quietly as possible
- Assemble at designated assembly point.
- Do not re-enter the building until directed to do so.

### First Aid

- In the event of an accident/illness notify your instructor/tutor immediately
- Qualified first aid personnel are available in the Training Centres

## Safety Statement/Health & Safety

MSLETB Training Centres Sligo and Ballina have a Safety Statement that outlines the risks identified in each training area and the controls, which have been put in place to eliminate/minimise these risks. This statement is available

on request. Health and Safety briefs and necessary safety training will form part of your induction, this is mandatory, and you are advised to pay particular attention to all safety information and training provided.

**Hazard Identification and Risk Assessment Forms, specific to each piece of machinery, area or activity are posted or are available in each section; all persons in these areas must be familiar with them. Under no circumstances will people operate or use machinery, tools or equipment prior to receiving the appropriate training and briefing re correct operation and the hazards and risks of using the machinery, tools or equipment. If instructed PPE must be worn.**

A MSLETB Health and Safety Booklet is available to all learners and should be read as part of your induction. It is also important to take note of the sections dealing with work placement and work experience if these are components of your programme. This booklet is available in the Learner information section on our website.

## Personal Protective Equipment (PPE)

If you operate metal machines or equipment, etc., safety glasses must be worn to protect your eyes. Trainees/Apprentices are required to use all necessary Personal Protective Equipment (PPE) as instructed or in any designated area so assigned. You will be informed of other occasions when you are required to wear safety glasses. If you are engaged in welding, the appropriate headgear and aprons as indicated by your Instructor must also be worn. Damaged or worn PPE must be replaced immediately.

## Smoking

Learners are not permitted to smoke anywhere in the Training Centre or its environs outside of designated break times (Lunch and morning break times)

Smoking only allowed in **Designated areas** at **Designated Times** smoking is prohibited in all other areas and at other times.

Management and Staff in MSLETB Training Centres Sligo and Ballina regard smoking as a significant health hazard to all staff, learners and visitors on site.

**Note:** Failure to comply with, or breaching this, instruction is considered to be an act of gross misconduct and will result in disciplinary action up to and including termination. Learners/ Trainees/Apprentices may be asked to leave the course immediately and without notice.



# DISCIPLINARY PROCEDURES

This Code of Conduct is used to maintain order and safety in the Training Centre and to ensure that you practice the necessary discipline to obtain and keep employment. In the unlikely event of a breach of discipline, the below will apply. The level of disciplinary procedure applied, up to and including dismissal will correspond to the gravity of the offence, in the opinion of management.

## For First Breach of the Code of Conduct

The person or persons will receive a verbal warning and the appropriate section of the Disciplinary Report record will be completed.

## For Second Breach of the Code of Conduct

The person or persons will receive a reprimand and the appropriate section of the Disciplinary Report record will be completed. The Assistant Manager will be informed.

## For Third Breach of the Code of Conduct

If a third breach of the Code of Conduct occurs the Instructor will have the authority to impose a period of suspension, without pay, in consultation with the Assistant Manager or Manager. A record will be kept on the Disciplinary Report.

## For Fourth Breach of the Code of Conduct

If any individual breaches the Code of Conduct for a fourth time the Manager in consultation with the Instructor will suspend or dismiss the offender from the course.

## Serious Misconduct

If a trainee commits an act of gross misconduct, they will be asked to leave the course immediately and without notice.

## Report to Employers

Where disciplinary action is taken against a person who is currently in employment we are obliged to inform the Employer of this matter. Discipline report sheets are kept on file.

# LEARNER GUIDE TO ASSESSMENT

**Assessment is an important part of the learning process:** Assessments can be used for two different reasons. Firstly, they are used to provide information that tells you and your Instructor/Trainer how well you are doing on the course/programme. Secondly, they are used to tell if you have reached the standard required to be awarded a certificate.

**What will I be assessed on?** You will be assessed on some of the content of the course/programme that you are doing. The content of the course/programme will be based on an award standard that has been approved by QQI or another awarding body. Your Instructor/Trainer will tell you more about the awarding body.

**How will I be assessed?** There are lots of different ways to assess what you have learned. Your Instructor/Trainer will let you know what will be involved before you do the assessment.

**When will I be assessed?** You may be assessed during your training course/programme, and/or at the end of your training course/programme. Your Instructor/Trainer will give you more information regarding dates.

**If I have specific needs, how can they be met during assessment?** If you feel that you need additional supports during assessment, you must make sure that your Instructor knows about your specific need. A decision can then be made about appropriate arrangements to meet your specific needs.

**What should I do if I am sick or there is a family emergency in the lead up to an assessment or on the day of assessment?** If you are sick or have an emergency on the day or days leading up to assessment, you should let your Instructor/Trainer know as soon as possible. He/she will advise you of what you should do.

**What will happen if I don't turn up for an assessment?** If you do not turn up for an assessment without a valid reason, this will be counted as an attempt at the assessment. Your Instructor/Trainer will give you further information.

**What happens if the reason is not accepted?** A pass grade will not be given for that assessment. The referral procedure may then apply.

**Plagiarism;** The Training Centre will not tolerate plagiarism at any level and consider that this is a form of cheating and is dishonest. Learners on all programmes are expected to follow acceptable standards of academic honesty in all of their portfolio and assignment tasks. Plagiarism in this assessment may include:

- Representing work completed and or authored by another person (including other learners, family, work colleagues and friends) as their own
- Procuring work from a company/external source (i.e. internet sites)
- Copying work from any source or medium without reference (i.e. website, book, journal article).
- Taking a passage of text, or an idea, and summarising it without acknowledging or referencing the original source
- Passing off collaborative work as the learner's own work.
- Piecing together sections of others' work and submitting it as your own.
- Submitting other learners work as your work, with or without their knowledge

If you engage in plagiarism your results may be cancelled. If in any doubt talk to your tutor/Instructor before you submit your work. Remember always reference others works and words which you have used in your submission.

Click on this: [Referencing Handbook](#) link for a guide to referencing.

All assessment results are subject to a Results Approval Process, which takes place at the end of the course. If there is any change to the result arising from the process, you will be informed of that change.

**What can I do if I am not happy with my results?** You also have a right to query your result. You can ask to have your results checked, or in special circumstances you can ask for an 'Appeal', which involves a more detailed investigation into your assessment performance. You should speak to your Instructor who will tell you how to appeal your results. Learners who wish to appeal their test/assessment outcome must apply using the [Learner Appeal Application Form](#) available on our web site

**Remember! on the assessment day be early and be ready;**

*Don't stress. Do your best. Forget the rest.*





# MSLETB TRAINING CENTRES POLICY ON REPEATS AND RESUBMISSIONS OF ASSESSMENTS

The purpose of this policy is to provide guidance on the rules governing repeats and resubmissions for assessments leading to QQI Common Awards, Apprenticeships and New Generation Apprenticeships. The policy relates to all MSLETB Training Centre programmes offering QQI Common Awards, Levels 4 to 6.

## Referral Assessment Result

### 1. Referrals: QQI Common Awards Levels 4 to 6 (non-Apprenticeship)

A Referral assessment result is when a learner does not achieve an overall pass grade, as a result of the aggregation of all the assessments, for the module. The grade is recorded as “Referral”.

In the event of a Referral the following process may be applied:

#### 1.1 Resubmission of Portfolio, Project, Assignment and Learner Record

Based on feedback from the Assessor, learners will be given the opportunity to resubmit, ON ONE OCCASION ONLY, any exercises from the foregoing assessment techniques in which they failed to achieve 50% of the marks available. The maximum mark available for a resubmitted exercise is 50%. Where a resubmitted exercise is awarded 50% of the marks available, this result is aggregated with the marks already achieved in the other elements of the assessment technique where applicable. Both the original, and the resubmitted learner materials, must be retained.

#### 1.2 Repeat of Examination or Skills Demonstration

Where a Referral results from a failure to achieve 50% of the marks available in an examination or skills demonstration, learners will be given an opportunity to a repeat. There are no restrictions on marks arising from repeats. The number of attempts should not exceed three for any examination or skills demonstration.

QQI Common Awards at Levels 1 to 3 are developmental, and as such grades do not apply. Learners are classified successful when they have achieved all the outcomes or unsuccessful if they have not achieved all the learning outcomes. Learners may resubmit or repeat assessment activities until they have achieved the award outcomes, subject to operational constraints of the provider.

Some awards specify a minimum mark for each technique to achieve a pass. In such cases the overall result is still computed on the basis of the aggregated result of all the assessments.

### 2. Referrals: Apprenticeship

A Referral assessment result is recorded when an apprentice fails to achieve an overall pass, merit or distinction grade in an individual module assessment component. The grade is recorded as “Referral”.

Apprentices have an opportunity to attempt each off-the-job assessment on **three occasions**. A minimum period of 5 days must elapse before an apprentice can attempt a re-sit of a referred module. A Distinction/Merit Grade is only awarded to Apprentices who fulfil the necessary conditions on their first attempt. Apprentices who successfully pass a referred assessment at a second or third attempt will only be awarded a Pass Grade.

The Pass Mark for the Practical, Drawing Modules and Course Work is 70% based on all essential points achieved.

The Pass Mark for Theory examinations is 70%.

### **Apprenticeship- 3 Attempts and fourth attempt on appeal as per SOLAS Guidelines**

### 3. Referrals: New Generation Apprenticeship

A Referral assessment result is applied when an apprentice does not achieve an overall pass grade, as a result of the aggregation of all the assessments, for the module. The grade is recorded as “Referral”.

50% is the pass mark for all the elements of an assessments and for the overall module. All assessment elements/items must be attempted and passed. Only the failed element of the assessment can to be retaken. The maximum mark available for the re-sit element will be capped at 50% of the maximum marks of the failed element. Apprentices have an opportunity to attempt each assessment on three occasions. A minimum period of 5 days must elapse before an apprentice can attempt a re-sit of a referred assessment. The aggregate total for the module will determine the overall module grade. Failure to attend and late submissions are regarded as an attempt.

Please refer to MSLETB Training Assessment Regulations for compassionate considerations, extensions and deferrals.

The grading scheme for each module is provided below

**Distinction: - 80% - 100%**

**Merit: - 65% - 79%**

**Pass: 50% - 64%**

**Referral: - 0% - 49%.**

Some awards specify a minimum mark for each technique to achieve a pass. In such cases the overall result is still computed on the basis of the aggregated result of all the assessments

### **Remember for your Assessments**

**Students undergoing assessment or repeat/referral exams must have as proof of ID, (photo ID: for example; - Drivers Licence, Passport, Garda ID Card).**



# LEARNER RESOURCES AND POLICIES

## **Policies**

Issued By  
MSLETB Training Centres  
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## **Learner Resources**

MSLETB  
  
ETBI & FESS  
QQI  
Child Minding Ireland  
Adult Guidance Services  
Adult Guidance Services  
Parental Consent Form  
Accessing Resources  
Covid 19 Training  
Covid 19  
Health and Wellbeing  
MSLETB Induction Training 2  
ETBI Maths for Trades

## **Topic**

[Code of Conduct and Learner Handbook](#)  
[Frequently Asked Questions](#)  
[Health & Safety Handbook](#)  
[Data Protection](#)  
[Policy on Respect & Dignity](#)  
[Equality, Culture & Diversity Policy](#)  
[Computer Resources and Internet Policy for Learners.](#)  
[Social Media Policy](#)  
[Community Policy Moodle Users](#)  
[Child Safeguarding Statement](#)  
[Policy on Learner Maternity Leave](#)  
[Appealing Your Assessment Result](#)  
[Appealing Your Assessment Result \(Plain English Version\)](#)  
[Learner Code of Conduct Infringement Process](#)  
[Learner Responsibilities](#)  
[Learner Feedback Form](#)  
  
[Study and Learning Handbook](#)  
  
Referencing: Click on this: [Referencing Handbook](#) link for a guide to referencing.  
  
Know your Level [National Framework of Qualification](#)  
[Directory of Childminders around the Country \(By County\)](#)  
[Mayo Sligo & Leitrim](#)  
[Parental Consent Form](#)  
[Digital Library](#)  
[Online Resources](#)  
[Tracker APP](#)  
[Digital Library](#)  
[Video](#)  
[Maths for Trade August 2022](#)