



# Creedons College

*Adult Education in the Pet Industry*

## Policies and Procedures

2017 (reviewed 14/01/2019)

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## Introduction to Creedons College of Canine Studies Policies and Procedures

The purpose of Creedons College of Canine Studies policies and procedures are to provide guidance in areas of decision making to ensure fairness throughout the decision-making process.

Policies and procedures are regularly reviewed and modified as required to ensure quality and promote self-evaluation.

Each policy and procedure will have a designated committee that will stand over the decisions made through this policy, and will be responsible for the maintenance and modification of said policy.

The learner will always remain central to any modifications to policies or procedures, and at all times the mission of the college will be protected.

*“Creedons College of Canine Studies is committed to the provision of third level educational programmes where the learner will gain the knowledge, the skills, the qualifications and the confidence required to pursue a career in the pet care industry” – Mission Statement.*

## Creedons College of Canine Studies

### Policies and Procedures

\*Reviewed annually and as-required

#### Communications

##### Version 3.0

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes

##### \*Modifications needed

Updated January 2019

#### Policy Statement

Creedons College of Canine Studies is committed to the provision of an effective communications system for all stakeholders. Creedons College of Canine Studies recognises the importance of providing information to prospective and current learners, staff and other stakeholders. Creedons College of Canine Studies also recognises the importance of obtaining and acting upon information and feedback from all learners, staff and key stakeholders to maintain and improve programme quality.

#### Purpose

This procedure describes the techniques used to gather feedback information from individual course participants/class groups.

The purpose of this procedure is to ensure that learners can give feedback on their individual and collective experiences of programmes and services at Creedons College of Canine Studies. The feedback mechanisms should be inclusive, two way, and allow learners of diverse backgrounds to give feedback on issues of concern to them. Learner feedback mechanisms include tutor referral system, learner review, learner leader, representation.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Learner feedback gathered	Programme leader, nominated class representative and learners within an enrolled programme	Report generated from feedback forms from learners.
Two-way communication with learners and the Creedons College of Canine Studies	College director, programme leader, programme tutor, administration staff	Online social media page contains college related information. Newsletter emails, Telephone, Website, Copies of correspondence, including letters and memos, Diary records, E-mails, Facebook messages, Web site content, Module Briefs, learner welcome handbook, Posters, brochures and photographs, Application forms, Programme Timetables, Year calendar, Agenda and Minutes of Meetings, Attendance records, Collection of submitted material are all forms of communication that are recorded and stored.

Class meetings – if unforeseen circumstances occur	Programme leader, programme tutor, learner leader	Minutes generated from meeting
Learner programme information	Director, programme leader, programme tutor, learners	Learner programme handbook Website access to documents on programme information
Learner Feedback Form	Director, programme leader, programme tutor, learners	Feedback form Report created on feedback form data
Mid-course check in with learners	Programme leader and administration team	Administration team will send a check-in email to all learners to ensure they are happy with how the programme is progressing, and to provide an opening dialogue should the learner have anything they would like to discuss. A report is created and sent to all stakeholders.
Emergency communications	Programme tutor and learners	Should an emergency arise that will effect class delivery the tutor must have all learners' contact numbers and emails, and will send both text messages and emails to all learners outlining any changes to programme and requesting confirmation of receipt.

#### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As issue arises	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

## Communication with Staff

### Version 3.0

**Created August 2016**

**Updated November 2016 to appoint board / committee to monitor policy**

**Updated January 2017 to further clarify monitoring processes.**

**Reviewed January 2019**

### Policy Statement

Creedons College of Canine Studies is committed to the provision of an effective communications system for all stakeholders.

The purpose of this procedure is to ensure that information relevant to programmes and services is available to staff involved in the delivery. Staff can contribute feedback and suggestions for improvement to programmes and services in which they are involved. The College believes that it should be supportive to all employees, help them to the course of their work and respond quickly and effectively to their queries. All staff are entitled to the information and training which will enhance their ability to contribute to the professional development of their role, and enable them to perform their job effectively.

This procedure describes how Creedons College of Canine Studies facilitates systems of effective ongoing two-way communication with staff, including tutors.

### Purpose

This procedure describes the techniques used to gather feedback information from staff.

The purpose of this procedure is to ensure that staff can give feedback on their individual and collective experiences of programmes and services at Creedons College of Canine Studies. The feedback mechanisms should be inclusive, two ways, and allow staff of diverse backgrounds to give feedback on issues of concern to them.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Course, staff and focus meetings	Staff, management, and College director	Attendance Agenda and meeting minutes
Management team meetings	College director, manager and administration	Attendance Agenda and meeting minutes
Two-way communication with staff	College director and staff	Notice board, Incident report book Staff handbook, Policy documents Timetables, Reports, Module briefs Record of Attendance
College policy documentation and QA manual	Administration	Policy documentation feedback from staff
Staff handbook	Administration	Staff handbook feedback from staff
Email	All staff	Email content
Staff Feedback Form	All staff	Feedback form Report created on feedback form data

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As issue arises	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

## Communication with Stakeholders

### Version 3.0

**Created August 2016**

**Updated November 2016 to appoint board / committee to monitor policy**

**Updated January 2017 to further clarify monitoring processes.**

**Reviewed January 2019**

### Policy Statement

Creedons College of Canine Studies is committed to the provision of an effective communications system for all stakeholders.

This procedure describes how Creedons College of Canine Studies facilitates systems of effective communication with stakeholders.

### Purpose

To provide all interested parties, the wider community, employers, other providers, community groups, funding agencies and others access to information on programmes and services available

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
College prospectus brochure	College director Administration	Promotional College brochure
Advertising material	Administration and College Director	Images, video, newsletters, advertisements
PLC Accounts folder	College board of directors	PLC accounts
Work placement communications	Programme Leaders Administration	Feedback forms from work placement hosts

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As issue arises	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created



**Created August 2016**

**Updated November 2016 to appoint board / committee to monitor policy**

**Updated January 2017 to further clarify monitoring processes.**

**Reviewed January 2019**

### Policy Statement

Creedons College of Canine Studies is committed to promoting equality of access and participation to all learners who wish to obtain a skill and for all staff who are involved in delivery of this skill. In fulfilling this commitment to our learners, we comply with the requirements of the Equal Status Act in relation to equality in employment, service provision and anti-harassment consistent with our Dignity at Work charter and Anti Bullying Policy.

The policy recognises that staff and learners have the right to work and study in an environment free from discrimination, prejudice and all forms of harassment or bullying.

Under employment equality and equal status legislation, learners and staff in this College have the right to be treated fairly and without discrimination regardless of: gender, marital status, family status, sexual orientation, religion, age\*, disability, race, membership of the travelling community \* minimum entry age is 17 for further education

### Purpose

This procedure describes how Creedons College of Canine Studies endeavours to promote an awareness in staff of the diversity of our learners and of our potential learners. We aim to train for approaches which combat discrimination and promote equality.

No person(s) or community will be discriminated under the nine grounds of discrimination; race, gender, age, religion, disability, marital status, family status, sexual orientation, member of traveller community, and any accusations of discrimination will be treated with the utmost gravity.

### Code of Practice

About learners, equality policy and equality of access extends to the following areas:

- Learner admissions e.g. Applications and Interviews. All learners have equal access to interviews both preliminary and secondary.
- Exams and Assessments
- Publicity Materials: an accurate reflection of the learner body should be reflected on publicity materials
- Curriculum e.g. Access to Modules
- Teaching e.g. Staff should use language that is non-discriminatory and not chosen to cause offence.
- Access to Services and Facilities
- Learning Support
- Work Experience
- Grievance Procedures E.g. Suspension and Expulsion
- Fees and Grants \* \*Different fees for nationals and non-nationals are allowable under legislation.

About staff, equality policy extends to the following areas:

- Equality of access to employment, conditions of service
- Equality of access to promotion and training
- Equality of access to up –skilling, in-service and retraining
- Equality of access to advertising relating to jobs, promotions etc.
- Unions, and other professional and trade associations about membership and other benefits.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
College policy publication	College director Administration	Publication
Equality planning guidelines	College director Administrator	Learner handbook College policies
Equal opportunities awareness in literature	Administration and College Director	Information in brochures, recruitment advertising, and on the College website.
Emphasise importance of equality and antidiscrimination at meetings	College director and staff	Agenda and Minutes of Meetings
Emphasise importance of equality and antidiscrimination at programme induction	Programme tutor	Induction material
Emphasise importance of equality and antidiscrimination at staff induction	College manager	Induction material
Annual evaluation form	Administration and programme leaders	Feedback form and report

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As issue arises	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Updated January 2019 as per Board approval

### Policy Statement

Creedons College of Canine Studies recognises that the competencies of its staff are a key determinant in the provision of the quality of its training programmes and related services and is committed to a systematic approach to staff recruitment and further professional development.

Creedons College of Canine Studies is committed to employing fully qualified staff that has the necessary training and expertise to deliver the programmes on offer in the school. As an equal opportunity employer, the posts are advertised publicly through a recruitment website and are open to all suitably qualified persons. Recruitment is by interview through a selection process drawn up by management with the assistance of external HR consultant. Tutors are allocated to posts per their suitability and expertise by the director and approved by the management committee. The College management encourages and facilitates ongoing training and in-service

### Purpose

The purpose of this policy is to ensure that all staff recruited have the required knowledge, skills and competencies necessary to deliver a quality programme and that procedures used to recruit staff satisfy employment legislation.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Job advertised in recruitment website, and previously submitted CV enquiries are contacted	College director Administration	Copy of advertisement
Application form provided	Administration and College Director	Copy of blank application form
All application forms submitted via email as proof of receipt.	Administration and College Director	Email evidence
Applicants notified of the receipt of their application form or if application form is late	Administration	Copies of all correspondence with applicants
All applicants provided with Job Description and all details relevant to job	Administration	Copies of all information given to applicants
Candidates interviewed and recommendation sheet prepared	College director College manager HR consultant	Details of interview panel and interview times Examples of score sheets used for interview if applicable Copy of recommendation sheet
Contact successful and unsuccessful candidates	College Manager	Copies of correspondence with applicants

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>

Administrative team	As need arises	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Reviewed and Approved January 2019

### Purpose

This procedure describes how Creedons College of Canine Studies aims to provide induction for all staff to support and empower them in their new role.

The College believes that it should be supportive to all new employees and help them to settle into their new job as soon as possible by providing a planned and systematic programme of induction. This will ensure that the individual will be able to respond quickly and effectively to the demands of the new job.

All new staff are entitled to the information and training which will enhance their ability to contribute to the professional development of their new role, and enable them to perform their job effectively

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Induction meeting	College manager	Schedule of meeting Agenda and meeting minutes Staff verification
Information giving session	College manager	Staff verification Copy of information provided Induction policy Attendance sheet
Distribution of staff handbook	College manager	Staff verification Staff handbook
Provide access to policies	College manager	Policy folder Staff handbook
Assign mentors	College manager, TBC	Feedback from mentor Staff verification
Gather feedback	College manager	Staff induction feedback form

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
College Manager	As induction implemented	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Reviewed and Approved January 2019

### Purpose

The College aims to promote effective practices in teaching/learning and in leadership and in administrative management and to provide resources for development in teaching/learning.

To achieve these aims, the College is committed to staff development and to the provision of training and in-service programmes that meet identified needs.

This procedure describes how Creedons College of Canine Studies provides for the identification of staff training and development needs. We aim to ensure that these needs are met.

The purpose of this procedure is:

- to improve the quality of teaching, learning, assessment and curriculum design and delivery, and fulfil the College's mission
- to provide a staff development and training programme which will meet the goals of the College development
- to enhance professional and module expertise
- to sustain motivation and job satisfaction
- to raise awareness of staff to new and relevant developments in education and industry
- to enable staff to be equipped to meet any legislative requirements
- to provide, where possible, opportunities and advice for staff to fulfil personal goals

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Staff training and feedback form	College director	Completed feedback forms
One to One meetings	College director Staff	Agenda and meetings minutes Needs analysis
Facilitate staff training and CPD	Administration	Record training or development Attendance sheet Notice board Staff accreditation certificates Feedback forms from both training deliverer and receiver
Provide access to relevant resources	Administration	Policy folder Internet access Online community Library provision

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As acted upon	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy. Additional detail added to policy procedures.

Updated January 2017 to further clarify monitoring processes.

Reviewed and Approved January 2019

### Policy Statement

Creedons College of Canine Studies is committed to the provision of training programmes that meet the needs of all current and prospective and facilitates, access, transfer and progression. Creedons College of Canine Studies ensures that learners have access to information in relation to the training programme, entry requirements for the programme, arrangements for recognition of prior learning, transfer and progression opportunities, programme adaptations and learner supports.

The college is an 'open access college', which affords an equal welcome to people of all races, backgrounds, genders, beliefs, ages, sexual orientations and those with disabilities and special needs.

This procedure seeks to ensure that information facilitating successful participation in the programme and services is available to current and prospective learners. The purpose of this procedure is to ensure that learners have access to the information necessary for them to successfully participate in their chosen course. This information should include details of the course, Assessment, Learner Supports, Feedback, Fees/Grants, College Services

### Purpose

This aims to describe how potential learners can gain access to information about courses.

All programmes are offered subject to minimum enrolment numbers being achieved, as defined by the college

- Places on programmes are offered on the basis of the professional judgement of the college authority and where each of the following requirements is met:
- There is a place available to be offered and the programme is not full. (Applicants may be put on a waiting list where there are more applicants than places on offer.)
- The applicant completes a satisfactory interview and meets the requirements for the programme as outlined on the college website.
- Due to previous education, training or experience, the applicant is considered likely to benefit from attendance.
- Participation by the applicant will contribute positively to the programme and in no way infringe upon the opportunities or rights of other learners or staff.
- The college does not support applications directly from second level without having completed this cycle.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<i>The College's position on access, transfer and progression is communicated.</i>		
College prospectus brochure	College director Administration	Promotional College brochure
Learner handbook	Administration and programme leaders	Handbook and policy statements
Learner induction	Programme leaders	Induction material
College website	Administration	Website material
Advertising material	Administration and College Director	Images, video, newsletters, advertisements
The programme prospectus includes specific access requirements, transfer options (if any) and progression	Administration	Programme Prospectus document



opportunities for learners who complete the specific programme		
<p><b>Access Application Process</b></p> <p>Learner contacts the College in relation to enrolment and completes an application form with relative information that they need to be aware of.</p> <p>Learners must be 17 years of age or older at programme start date</p> <p>Applicant must demonstrate prior learning for the college to recognise. The College will provide the learner with a list of the competences needed to succeed on the programme. Where there are entry requirements to a programme, these will be stated in such a way that learners who possess the competences, even if not formally certified, may achieve entry. Evidence of this capacity may include a CV, references, and records of courses attended or samples of work.</p>	Administration	Application form
Learners who have a learning support need are encouraged to provide the college with the relevant information at the time of application. This would be of great assistance to the college in accommodating learning support. Any such information provided is treated confidentially and does not prejudice any application. Applicants must bear in mind that, while the college will make every effort to accommodate their needs, the amount of resources available is limited.	Administration	Application form
Learner will be notified whether they are granted immediate access to the course (prior qualifications and / or experience is sufficient to enrol on the course) or that they will be invited to participate in an aptitude test	Administration Programme Leader	Written letter
Learner may participate in aptitude test	Administration	Aptitude test
Learner will be notified within 10 days if they have received a sufficient result to gain access to the programme	Administration	Written letter
Should the learner be refused admission they will be provided with details on their right of appeal.	Administration	Written letter
Procedure for Transfer		
The College will work with QQI to identify transfer and progression routes into, and onwards, from all programmes leading to minor awards on the NFQ	College Director	Information will be communicated, once finalised, in programme material
Should there be a specific attainment required for transfer or progression (e.g. minimum distinction certification) this will be communicated to all stakeholders	College Director	Information will be communicated to all stakeholders

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As issue arises	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.

Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created
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Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Reviewed and Approved January 2019

### Purpose

This procedure will ensure that there is a fair and consistent approach to how learners are selected and entered onto a programme, and to outline the College approach as to how learners are selected and entered onto the programme.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Information on entry requirements for the programme	College director Administration Programme leaders	Admissions information on programme material
Promote Requirements for programme entry	College director Administration Programme leaders	Promotional literature College website Evidence of potential learner competences as per programme
Application for programme enrolment	Administration	Application form
Details of learner supports	Administration	Learner handbook
Programme details	Administration	Promotional literature
Entry appeals policy	College manager Programme leader	Details of entry refusal appeals policy

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leaders	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Reviewed and Approved January 2019

### Policy Statement

Creedons College of Canine Studies greatly values the life, formal learning and workplace experiences of learners and will recognise knowledge or experience previously gained in these contexts. Non-formal education is common within the pet care industry and the College appreciate that many applicants without formal qualifications may have acquired complex knowledge and skills.

Recognition of Prior Learning (RPL) is an opportunity for learners to gain credit for experiences or competencies gained prior to attending the College. Learners are encouraged to use RPL when this presents an effective and advantageous option e.g. to facilitate flexible learning or to “fast track” mature learners.

This knowledge is evaluated by the College through the Recognition of Prior Learning (RPL) process. RPL may be used as a supplement or alternative to formal learning for programme admission or module exemption.

If successful, the applicant may be admitted to a programme and/or granted an exemption from a module or modules within a programme. RPL is determined by a process of matching learning outcomes from formal courses with learning outcomes achieved by experience or other formal learning.

It is the responsibility of RPL applicants to provide sufficient evidence to enable such a determination to be made.

### Purpose

The purpose of this policy is to ensure that Prior Learning will be acknowledged on the course

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Policy on Recognition of Prior Learning	College director Administration	Policy on Recognition of Prior Learning document competences list
Competences needed to succeed on the Programme	College director Programme leader Administration	Competences list
Recognition of Prior Learning Application Form	Administration	RPL Application Form
Recognition of Prior Learning Interview form	Programme leader Administration	RPL Interview form

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>

Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Reviewed and Approved January 2019

### Policy Statement

Creedons College of Canine Studies is committed to providing a wide range of learning opportunities in response to the needs of its learners through partnership with all its stakeholders. The College is also committed to a systematic approach to the development, delivery and review of its programmes.

### Needs Identification

#### Purpose

Our programmes must meet the needs of all learners. This procedure shows how Creedons College of Canine Studies identifies learner needs. The need would be identified by surveys/research conducted, as appropriate among staff, among learners, other providers, agency funders, industry, government publications, national trends etc.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Collate learner enquiries	Administration	Log enquiries
Identify gaps in current provision	All staff	Minutes of meetings Record discussions and suggestions Explore international programme availability
Review social and economic trends	All staff	Minutes of meetings Record discussions and suggestions Explore international programme availability
Ascertain needs of community groups	All staff	Feasibility study Minutes of meetings Reach out to communities
Consult with other relevant agencies and employers	College director	Minutes of meetings Industry networking

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
College Manager	As needed	Create report and gather documentation.

College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

**Created August 2016**

**Updated November 2016 to appoint board / committee to monitor policy**

**Updated January 2017 to further clarify monitoring processes.**

**Reviewed and Approved January 2019**

### Purpose

The College aims to design programmes to equip learners with the knowledge, understanding and skills required for success in current and future employment or for progression to further education. These transferable skills will enable learners to meet changing circumstances.

The programmes have been developed based on demand from prospective learners and from industry. Programmes reflect the balance of skills and knowledge needed to competently work in a professional environment. Care is taken to balance and integrate theory and practice, to ensure programmes support both career prospects and educational progression.

The purpose of this procedure is to ensure proposed programmes:

- Are consistent with the College plan and contributes to achieving the College's aims and objectives
- Offer a valuable educational experience to learners
- Are consistent with the College's resource planning
- Comply with all requirements of the relevant approved external validating body
- Adhere to animal welfare guidelines

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Annual Planning Meeting with all Staff	College director Programme leaders	Minutes of meeting
In response to identified needs, the Programme Development Team will develop a programme incorporating the following: Learner Profile Programme aims and objectives Duration of the programme Entry criteria for the programme Facilities and resources needed for the delivery of the programme Delivery modes and methodologies Assessment schedules and techniques Learner supports Programme modules, including objectives, indicative content and assessment Appropriate training for tutors Facilitating opportunities for learners to practice skills in a real work environment, where appropriate	Programme development team	Minutes of meetings  Guidelines for programme design  Completed Programme Descriptors and related programme modules  Feedback from subject matter experts/industry advisory committee



Explore commitment required from learners in relation to learner workload		
Programme draft is checked and approved by animal welfare expert, Dr. Megan Kenny to ensure it complies with animal related legislation and best practice	Animal welfare officer	Animal welfare officer report and recommendations.
Programme Development Approval. The individuals involved in the programme development will not sit on the programme development approval panel, but may sit on the panel for the approval of programmes they did not have an involvement in. This process also involves a review of the assessments – are they focusing on the learning objectives, do they measure learning?	Programme Leader Programme Tutor Administration Academic Board	Programme proposal form
Risk assessment of the potential obstacles or risks that may come in to play in the proposed programme	Risk Assessment Committee	Risk Assessment report and recommendations
Programme submitted to <b>external subject matter expert</b> for validation	External validator	External validator report and recommendations
Academic Board Approval for Programme Development	Academic Board	Programme proposal form approval or rejection with recommendations
Preparation of promotional information	Administration	Promotional material
Work experience module establishment	Programme leaders Administration	Arrangements with work experience providers
Correspondence with Staff	Programme Leaders Administration	Correspondence records

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrator	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Programme Approval  
Version 2.1

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Purpose

This procedure ensures that programmes are checked and receive approval from management prior to being submitted for validation. This procedure refers to both part-time courses and CPD programmes offered by the College where the College has responsibility for curriculum development.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Programme Submission for Approval to Academic Board	Programme development team Programme leader Academic board	Programme approval or rejection report with feedback
Panel review all programme material, including programme prospectus, programme material, programme proposed delivery, programme proposed required resources and programme assessment	Academic board	Panel review report

Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

#### Purpose

This procedure aims to promote delivery of the programmes in accordance with course requirements to maximise learning opportunities for all learners

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Competency audit of course tutors	College director	Copy of CV, references and evidence of qualifications
Resource needs analysis	College director Administration Programme leader	Environment (Rooms) Resource Purchases Inventory Taking Records
Planning & Scheduling of Timetable	College director Administration Programme leader	Timetable
Learner feedback	Programme Leader	Feedback forms
Tutor feedback	Programme Leader	Feedback forms
Contingency plans to cover absent tutors	College director Administration Programme leader	Contingency plan

#### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leaders	At completion of each delivery of a programme	Create report and gather documentation.
College Director	At completion of each delivery programme	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

**Purpose**

This procedure describes how Creedons College of Canine Studies maintains records of learner participation and achievement in an appropriate form for programme review and evaluation

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Record of entry, attendance and exit	Programme leader Administration	Registration records Attendance records
Monitoring of progress	Programme leader Programme tutor	Minutes from team meetings Learner review notes Tutor review notes
Identify and support special needs of learners	Programme Director Programme leader Programme tutor Administration	Applications for support Class meeting minutes Records of provided supports Feedback from learner survey
Evaluation of Learner progress	Programme leader Programme tutor	Feedback forms Meeting minutes Tutor feedback
Learner records and assessment work	Programme leader Programme tutor Administration	Learner records Tutor records Certification records

**Monitoring Implementation of Policy**

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leaders	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

**Version 2.1**

**Created August 2016**

**Updated November 2016 to appoint board / committee to monitor policy**

**Updated January 2017 to further clarify monitoring processes.**

**Purpose**

This Procedure details that the physical premises and facilities are provided and maintained to ensure the health and safety of staff and learners

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Physical Premises Needs Analysis	College director Programme Leader Administration	Room allocation timetable
Assessment if College facilities for programme delivery	College director Programme Leader Administration	Facility checklist Inventory checklist Facilities reports
Schools Health & Safety Rules	College director College manager Programme Leader Administration	Health & Safety Statement Guidelines regarding Safety for Tutors & Staff Induction material
Provision for animal health and safety	College director College manager Administration Programme leader Veterinary adviser	Check list for veterinary approval Report on animal welfare

**Monitoring Implementation of Policy**

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Purpose

This procedure outlines the method for ongoing review of courses to meet learner needs and to ensure their continued relevance

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Evaluation of programmes	Programme leader Administration	Tutor feedback Learner feedback Administration feedback
Evaluation of learner results	College director Programme leader Administration	Records of leader results Report created by external examiners
Evaluation of employer needs	College director Programme leader Administration	Employer surveys Meeting minutes
Class leader feedback	Programme leader Administration	Report of class leader feedback

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leaders	At completion of programme delivery	Create report and gather documentation.
College Director	At completion of programme delivery	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Policy Statement

Creedons College of Canine Studies is committed to a transparent, consistent, accessible and fair process of assessment of learners. The College aims to ensure a clear understanding by staff and learners of the assessment process and criteria. Our procedures aim to ensure that our assessment is internally verified as fair and consistent and externally authenticated as consistent with national standards.

### Purpose

Creedons College of Canine Studies aims to ensure that the assessment of each programme is planned in advance of the programme commencing.

Creedons College of Canine Studies aims to facilitate learners to maximise the value of their assessment through an integrated approach to delivery and assessment of modules

The purpose of this policy is to ensure that all assessments are planned and co-ordinated, to maximise the provision of assessment and ensure that the needs of the learners are met to the highest standard.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
An assessment plan must be designed for each programme to include when assessment is to take place and deadlines for submission	College director Programme leader Programme tutor Administration Internal verifier External authentication	Assessment brief Internal verifier report External authentication reports Learner verification Assessment records
Assessment plan delivery to learners	Programme leader Administration	Assessment plan
Programme team meetings to review integration and assessment	College director Programme leaders Programme tutors Administration	Meeting minutes

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.

Academic Governance	Board of	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created
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Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Date August 2016

### Purpose

The purpose of this procedure is to ensure that learners have access to the information necessary for them to successfully participate in assessment. This information should include details of:

- learner responsibilities in relation to assessment
- assessment methods and schedules
- reasonable accommodations available
- policy on assessment repeats
- appeal process

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Learner handbook	College director Programme leader Administration	Learner handbook
Assessment brief	College director Programme leader Administration	Assessment brief
Individual notification	Programme tutor	Email
Assessment further information such as late submission penalties	Programme Leaders Administration	Programme handbook
Learner deferral request	College director Programme leader Administration	Letter of application for deferring assessment Decision communicated to learner via email

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leaders	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.

Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created
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Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Updated August 2020 to provide guidance on taking assessment data offsite.

### Purpose

Creedons College of Canine Studies aims to ensure and safeguard security of learner assessments. To ensure that all assessments are safe and secure, the methods used comply with national and international standards, to preserve the integrity of the assessment process.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Assignment receipts	Programme tutor Administration	Receipts given for every assignment, signed paper or via email
Secure storage (Pre/Post Examinations)	Programme tutor Administration	Sealed envelopes of exam copies in a secure location External examiner reports Monitoring evidence Learner records Verification of Authorship Statements
Learner authorship statement	Programme Tutor	Personal Statements from the Learner
Taking Data Offsite is permitted provided the Offsite Assessment Marking Guidelines are strictly adhered to (see appendix)	Programme Tutor	Data envelope signed by administration and programme tutor confirming that the Assessment Marking Guidelines had been adhered to and all material is present and correct.

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

## Reasonable Accommodation of Learners

### Version 2.1

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Purpose

Creedons College of Canine Studies aims to facilitate learners or other persons covered by the nine grounds of Equality legislation. To ensure that programme assessments are designed to accommodate learners with disabilities and to enable these learners to demonstrate their achievement of programme standards.

The assessment must adhere to the guidelines in Equality Legislation and comply with Departmental policies

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Staff awareness of Legislation and College Policies	College director Administration	Legislation College policies
Consultation with Learner to assess Special needs requirements	College manager Tutor	Meeting minutes
The College will note all requests for Reasonable Accommodations and the outcome	College manager Programme Leader	Records of requests for reasonable accommodation

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

**Version 2.1**

**Created August 2016**

**Updated November 2016 to appoint board / committee to monitor policy**

**Updated January 2017 to further clarify monitoring processes.**

**Policy Statement**

Creedons College of Canine Studies aims to ensure that internal assessors mark learner assessments in a consistent and fair manner. Marking guidelines should be clear and understood by all concerned.

The purpose of this procedure is to ensure a consistent marking system, so that acceptable standards are reached at each level, which is supported by our internal verification system, to ensure fairness and transparency. The objectives of the procedure is to

- ensure consistent and reliable assessment briefs and decisions through sampling
- maintain quality and standards within assessment practice
- identify the development needs of assessors
- identify trends
- identify areas for improvement
- track the assessment and verification process
- ensure assessors are using appropriate documentation
- ensure the verification and moderation cycle is adhered to
- ensure awarding body guidance and codes of practice are adhered to

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Programme Team meetings	College director Programme leaders Programme tutors	Meeting minutes
Standardised marking schemes	Programme leaders Programme tutors	Standardised marking sheets Guidelines for assessors
Internal verification	Programme leaders Programme tutors	Cross moderation log Internal verification samples

**Monitoring Implementation of Policy**

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leaders	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.

Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created
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Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Purpose

Creedons College of Canine Studies aims to ensure that third parties grade learner assessments in a consistent and fair manner. Marking guidelines should be clear and understood by all concerned and consistent with learner needs and programme needs.

To ensure that the external assessment is fair, standardised and transparent, by providing standardised grading criteria, standardised marking sheets, and standardised work placement reports, and by providing written guidance re: learning outcomes requirements

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Standardised grading criteria Marking sheets	College director Programme leaders Extremal examiner	Standardised sheets Learner logbooks Standardised criteria Signed reports
Work placement Reports/visits Written guidance	Programme Leader Programme Tutor Administration	Work placement reports Records of meetings with employers Tutor reports
Team meetings	Administration	Meeting minutes
Insurance provision	Programme Tutor Administration	Insurance indemnity document

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

**Purpose**

The purpose of this procedure is to ensure that individual learners receive timely and constructive feedback on their assessments which informs their participation on the programme. The feedback is appropriate to the nature of the assessment and to allow for improvement. The feedback should be clear, consistent and fair.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<i>Assessment feedback process explanation</i>	<i>Programme leader Administration</i>	<i>Assessment brief</i>
Group feedback to the class	Programme tutor	Meeting minutes
Individual feedback for learners	Programme tutor	Assessment result and feedback document
Work placement feedback	Administration Work placement supervisor	Feedback sheets
Learner feedback	Programme tutor	Learner feedback survey

**Monitoring Implementation of Policy**

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	At completion of programme delivery	Create report and gather documentation.
College Director	At completion of programme delivery	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created



Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

## Policy Statement

## Purpose

Creedons College of Canine Studies aims to ensure that the learner appeals mechanism is fair, and transparent. The purpose of this procedure is to ensure that learners can appeal against an assessment result that they consider to be unfair. Creedons College of Canine Studies intent to foster transparency, openness and fairness in the appeals process.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Learners are informed of the appeals process in the learner handbook	College director Administration	Learner handbook
Learners submit a fee (which will be refunded if appeal successful) and state the grounds for the appeal.	College director Programme tutor Administration	Appeals Application form Receipt for payment
Appeals panel will investigate and an SME will have input. The appeals panel will give their decision in writing to the administrator who will inform the learner.	Appeals panel SME Administration	Meeting minutes Letter from appeals panel Letter to learner

## Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

#### Purpose

Creedons College of Canine Studies aims to ensure that all results are fully quality assured and signed off by the centre.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
The College director will convene a Results Approval Panel	College director Administration Results Approval Panel	Meeting minutes Results approval panel report Internal and external reports Provisional results report
Results Approval Panel Feedback	Administration	Results approval panel feedback report

#### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

**Policy Statement**

Creedons College of Canine Studies will make adequate preparation to ensure that its programmes are viable for the expected duration of the course. If a programme is terminated early provision will be made to provide learners with a full refund.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Inform learners of any termination of programmes at the earliest possible time	College director College manager	Telephone call records Meeting minutes Email correspondence evidence
Provide learners with full refund of paid fees.	College manager	Financial statements Payment receipts
Policy Statement informing learners of procedures, should a programme cease unexpectedly will be included in the learner handbook	College director Administration	Learner handbook

**Monitoring Implementation of Policy**

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Policy Statement

Creedons College of Canine Studies is committed to an evaluation process which promotes continual improvement of programme quality and delivery. Creedons College of Canine Studies has identified self-evaluation of programmes and services as an integral part of its quality assurance system. The self-evaluation of programmes and services will be carried out in conjunction with stakeholders in the programme

### Purpose

To explore, reflect, and report on the effectiveness of the College programmes and to draw up Procedures for Self-Evaluation of Programmes and Services so as to further develop good practices.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Learner involvement through feedback and class leader	Programme Leader Administration	Recorded verbal feedback from learner Feedback forms and report Meeting minutes
Staff feedback	All staff	Meeting minutes Feedback forms Reports generated
External evaluation of the programme	Programme Leader Administration External evaluator	External evaluator report

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

### Policy Statement

Creedons College of Canine Studies will be required to collect and use personal data on stakeholders who come in contact with the College. The purposes of processing personal data include the organisation and administration of courses, research activities, the recruitment and payment of staff, compliance with statutory obligations, etc. Such processing of personal data must meet the requirements of the Data Protection Acts, 1988 and 2003 (the 'Data Protection Acts'). Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data. The Data Protection Acts confer rights on individuals as well as responsibilities on those persons processing personal data.

### Purpose

This policy is a statement of the College's commitment to protect the rights and privacy of individuals in accordance with the Data Protection Acts.

### Definitions

Personal data information relating to a living individual who can be identified from the data.

Sensitive data – information relating to race, ethnicity, political opinions, religious or philosophical beliefs, membership of trade union, health (physical, mental), any alleged commission of an offence, proceedings for an offence allegedly committed.

Data subject is the individual that the data relates to.

Data controllers are those who control the contents and use of the data. Data processors have limited control over data, and usually use the data for processing, such as payroll, accounts and so on.

Processing is widely defined under the Data Protection Acts and means performing any operation or set of operations on the information or data, including-

- (a) obtaining, recording or keeping data
- (b) collecting, organising, storing, altering or adapting the data,
- (c) retrieving, consulting or using the data,
- (d) disclosing the data by transmitting, disseminating or otherwise making it available, or
- (e) aligning, combining, blocking, erasing or destroying the data.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
The College will... Obtain and process personal data fairly Keep personal data only for one or more specified, explicit and lawful purposes	College director College manager College administration Programme Leader Administration	Secure. Locked filing cabinets Secure, password protected electronic devices

<p>Process personal data only in ways compatible with the purposes for which it was given to you initially</p> <p>Keep personal data safe and secure</p> <p>Keep personal data accurate and up-to-date</p> <p>Ensure that personal data is adequate, relevant and not excessive</p> <p>Retain personal data no longer than is necessary for the specified purpose or purposes</p> <p>Give a copy of his/her personal data to any individual, on request.</p>		
<p>CCTV usage must be proportionate and for a specific purpose, namely the protection of learners and tutors and to investigate incidents.</p> <p>The CCTV will be highlighted through the erection of signs notifying stakeholders of their presence and positioned in a prominent location.</p> <p>Images will only be stored for a maximum of 28 days and are stored on the CCTV recording system.</p>	<p>College director</p> <p>Programme Leader</p> <p>Administration</p>	<p>Information provided in learner handbook</p> <p>CCTV pointed out during induction</p>

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Policy Statement

Creedons College of Canine Studies is committed to an ethos that promotes continued development. This policy encourages all individuals to take responsibility of their own professional development, and outlines College procedures that can be followed to pursue development.

### Purpose

To explore, reflect, and report on the opportunities for continued professional development at the college.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
In-house professional development. All staff and tutors can avail of in house educational programmes at a significantly reduced, or free rate.	College Director appoints opportunities All staff are expected to approach the director when interested in taking a programme	Application form for in-house CPD
Staff that are competent in one area are to post on the college notice board or in-house newsletter when they have the availability to train colleagues in an area or skill	All staff	In-house newsletter Notice board Training report completed by trainer Feedback form completed by trainee
External CPD can be applied for on a case by case merit. Individual contracts will outline the employee's opportunities for external CPD, some of which will be funded by the College. The College will always strive to facilitate time off for external CPD for individuals	College director approves All staff can avail	External CPD application form Meeting minutes when staff formally request CPD opportunity Feedback form post-completion of CPD

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.

College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created



Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Policy Statement

Creedons College of Canine Studies is committed to adhering to Irish Freedom of Information Legislation. Under this act, every person has the following rights;

- the right to access official records held by public bodies prescribed under the Act;
- the right to have personal information held on them corrected or updated where such information is incomplete, incorrect or misleading; and
- the right to be given reasons for decisions taken by public bodies that affect them.

### Purpose

The purpose of this document is to provide all interested parties with the details on how to exercise one or more of these rights in relation to information that may be held by Creedons College of Canine Studies.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Make a formal request in writing addressed to the College for the attention of the College Director. Specify that you are making your request under the FOI Acts. Identify records being sought. Indicate if you would like to obtain copies of the records or prefer access in another form. Include appropriate application fee where payable.	College Director Interested stakeholder	Application in writing Payment Document on charges involved
The college will respond with acknowledgement of the request within two weeks	College director	Written letter
The College will give a decision on the request within 4 weeks of receiving it.	College director	Written letter, copy of FOI material
Should the stakeholder find information about them that they consider incorrect, they can apply for the record to be amended. They must, in writing, specify the record concerned and the amendment required. Include appropriate information in support of the application	College director Stakeholder	Written letter plus accompanying evidence if necessary
Charges for search and retrieval and copying of records Personal information: Charges for access to personal information are generally limited to the cost of copying the records released where this is significant. Non-personal information: Fees are charged equal to the cost of efficient search and retrieval and copying of the records.		

<p>Table of charges: Search and retrieval - € 20.95 per hour</p> <p>Photocopying - € 0.04 per sheet</p> <p>Computer diskette - € 0.51</p> <p>CD ROM - € 10.16</p> <p>Radiograph - € 6.35</p> <p>Deposits: Where the estimated cost of the records sought is likely to exceed € 50.79, a deposit of at least 20% of the amount must be paid by the requester before the process of search and retrieval is commenced.</p> <p>Assistance with request: If requested, staff will advise on how to reduce the costs involved by, for example, amending the request.</p> <p>Requesters cannot be charged for the time spent on deciding whether to grant their request</p>		
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### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

Updated January 2019

## Policy Statement

Creedons College of Canine Studies is committed to providing learners with a safe and enjoyable educational environment. We understand that from time to time our learners, staff or stakeholders may be unhappy about an element, or elements, of their course, learning environment, interactions with classmates or College staff or any grounds.

We believe it is vital that all stakeholders of the College have access to a clear, transparent, fit-for-purpose complaint process so that they can address issues, then return to focusing on their education

## Purpose

The purpose of this document is to provide all interested parties with the details on how to address issues that they are unhappy about, and the steps the College will take.

## Responsibilities

College board, college director, college manager, programme leader, programme class representative.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Make an informal complaint to your programme tutor, class representative or immediate superior who will attempt to resolve the issue to a satisfactory level. This may mean an apology, an explanation of actions, or clearing up a misunderstanding to allow the issue to be immediately resolved.	Programme tutor, class representative, or immediate supervisor	Oral communication Written record of the complaint.
If the complainant is dissatisfied with the outcome of the informal complaint they should report their grievance to their immediate superior or programme tutor. The issue will then be raised with the College manager. The college will respond with acknowledgement of the request within two weeks.	Programme tutor College Manager	Written letter
If the outcome of the informal investigation is not satisfactory, the person making the complaint will complete a complaint report form which will be sent to the College director who will confirm that they have received the complaint. The manager will work with the college director and / or tutor to investigate the complaint, create a complaint investigation report and will propose a resolution which will be sent to the complainant in a timely manner which will not exceed 20 working days.	College Manager College Director	Written Report

If the complainant is not satisfied with the outcome of the investigation they can appeal to the college board.	College board	Meeting report
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## Monitoring Implementation of Policy

<i>Monitor</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
College director Academic board Management board	Annually and as acted upon	Review evidence

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Policy Statement

Disciplinary policies at Creedons College of Canine Studies are a necessary element of providing a quality learning environment. Should a learner be found guilty of violating the Code of Conduct of the College, a sanction or combination of sanctions may be imposed. Dismissal, Suspension, Interim Suspension, Disciplinary Probation, Disciplinary Reprimand, Restitution.

### Purpose

The purpose of this document is to provide all interested parties with the details on the disciplinary processes adhered to by Creedons College of Canine Studies.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
A report of a breach of the Code of Conduct is brought to the College.	College Director College Manager	Written record of the report including details, date and evidence
Should the issue be serious enough an Garda Siobhan will be contacted and the issue handed over to them while the College will comply and assets as required	College Director College Manager An Garda Siobhan	Written report
Should the breach be less serious an informal effort will be made to ensure the breach of conduct will not occur again. The level at which this is handled will depend on the incident, the staff member will address the breach immediately. This is a stage 1 disciplinary procedure.	Relevant member of staff	Written record of the incident sent to the College Manager.
Should the breach be more serious, or should informal efforts have failed to resolve the issue satisfactorily, should proceed to Stage II. The concerned member of staff will outline in writing the alleged breach of the Code of Conduct and forward to the Programme Leader. The staff member must detail the learner's name, class etc., dates, locations and witnesses as appropriate. Any previous efforts to resolve the matter should also be described.	Staff member	Written report
The Programme Leader will acknowledge receipt of the documentation within five working days. It is the College's aim that all alleged breaches of the Code of Conduct, under Stage II, will be resolved within 21 days. The Programme Leader will arrange to meet with the staff member to discuss the allegations. The Programme Leader will make a written record of the meeting. To establish the facts of the complaint the Programme Leader will hold a separate meeting with the learner concerned, and may also interview any material witnesses. The Programme Leader will make a written record of the meeting(s).	Programme Leader Staff Member Material Witnesses College Manager	Report created by Programme Leader Written Letter outlining the Outcome of the Investigation Appeals information can be found in the Learner Handbook

The Programme Leader will notify both parties in writing of the result of the investigation and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Programme Leader shall notify the appropriate person(s) or committee, internal or external.		
<p>The Programme Leader can impose the following sanctions:</p> <p>1- The imposition of a period of probation during which the learner will be obliged to fulfil all academic requirements of his/her course</p> <p>2- Withdrawal or restriction of certain rights</p> <p>3- Suspension from the College for a period</p> <p>4- A requirement to pay compensation for damage caused</p> <p>5- Recommend to the Academics Committee the permanent exclusion of the learner(s) from the College.</p> <p>Compliance with the sanctions will be monitored. Failure to comply will be referred to the Programme Leader.</p>	Programme Leader	Written outcome of the Disciplinary Investigation
<p>The Learner may appeal the outcome of Stage II within 14 days of receipt/knowledge of the decision. The learner should confirm his/her wish to appeal the outcome of Stage II in writing to the Programme Leader.</p> <p>The Programme Leader will request a sitting of the Academic Disciplinary Committee to examine the learner's appeal, which will be facilitated by Administration.</p> <p>The committee will receive the documentation so far generated by the disciplinary proceedings and will consider that documentation and hear other evidence.</p> <p>The hearing will enable the committee to consider the way in which the disciplinary proceedings have been handled at any previous stage and/or to reconsider the appropriateness of the result of the previous stage of the process.</p> <p>The decision of the Academic Disciplinary Committee will be final as far as the College's learner disciplinary procedures are concerned.</p> <p>The Programme Leader will inform both parties, in writing, of the decision of the committee and the reasons for the decision</p>	Learner Programme Leader Disciplinary Committee	Submitted Report Written Decision of the Disciplinary Committee

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created August 2016

Updated November 2016 to appoint board / committee to monitor policy

Updated January 2017 to further clarify monitoring processes.

### Policy Statement

Creedons College of Canine Studies is committed to providing a safe and enjoyable learning environment, and has a zero-tolerance approach to any bullying or discrimination.

“Bullying is repeated aggression, verbal, psychological or physical, conducted by an individual or group against others. Isolated incidents of aggressive behaviour while they should not be condoned can scarcely be called bullying. However when the behaviour is systematic or ongoing it is bullying” (Department of Education: Guidelines — Dublin 1993)

Types of behaviour deemed inappropriate: Verbal Bullying, Physical Bullying, Gesture Bullying, Exclusion Bullying, Extortion Bullying, E-bullying, Social Media Bullying. The behaviour will be systematic and ongoing - rather than one off; distressing and hurtful to the victim rather than good-natured fun: one way -- rather than an exchange.

### Purpose

The purpose of this document is to provide all interested parties with the details on how to exercise one or more of these rights in relation to information that may be held by Creedons College of Canine Studies.

The purpose of this policy is to inform all stakeholders of the procedure that will be followed in the event of bullying. The College's anti-bullying policy is part of the learners code of behaviour and discipline. The objectives of the anti-bullying policy are:

To endeavour to define bullying

Promote awareness of the issue of bullying

Provide an effective procedure for dealing with allegations of bullying

Outline to learners their rights and responsibilities

Define the College's rights and responsibilities to learners

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
Inform stakeholders of the College's policy on bullying	College Director Interested stakeholder	Written information in learner's handbook Policy available online Induction material
Once a learner makes a complaint of an alleged case of bullying or discrimination they will be treated with dignity and respect, their complaint will be taken seriously and they can be confident that the appropriate procedures will be followed. The victim, or another learner who has witnessed the bullying, will bring the case to the Class Teacher, Class Representative (who must bring it straight to the Class	College director Programme tutor Class representative	Record of verbal complaint

Teacher) or the College Director, and should then co-operate fully with the investigation in to the incident		
The College manager will investigate the reported incident. Record of all incidents will be recorded and witnesses will be interviewed. The College manager will attempt to mediate to support the opportunity for the victim to make their complaint and for the accused to address the complaints with the intention for mediation to solve the case.	College manager	Written report of the mediation session signed by all attendees.
The outcome of the investigation may result in a verbal warning, a contract of good behaviour, suspension or other sanctions that are deemed appropriate.	College manager Liaise with academic disciplinary committee	Written letter of college decision sent to stakeholders within 14 days of the meeting.
If the victim is dis-satisfied with the outcome of mediation they may make an appeal through the Colleges appeal committee.	Appeals Committee College Manager	Written evidence of appeal.

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created



## Contingency Plan Policy and Procedure

### Version 1

Created November 2016

Updated January 2017 to further clarify monitoring processes.

#### Policy Statement

Creedons College of Canine Studies is committed to providing a safe and enjoyable learning environment, and have developed contingency plans to understand and anticipate events that could threaten the College.

#### Purpose

The purpose of this contingency plan is to ensure that the College can remain viable in the face of unexpected events.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<b>Extreme Weather</b>		
In the event of extreme weather resulting in last minute postponement of class all learners will be phoned by the class tutor. Notice will be given at the earliest convenience	Programme Leader	Evident of phone call Report generated post-event
<b>Maintainance Fault</b>		
In the event of loss of electricity or faulty equipment necessary to the delivery of class, the College's maintenance provider will be contacted and will be called out as an emergency to repair the damage asap.	Programme tutor who has been given contact details	Evidence of phone call Report generated post-event
<b>Loss of Keys</b>		
Should a keyholder lose or forget their keys they will have a list of the nearest keyholder from which they can collect the key	All staff	Keyholder contacts form
<b>Premises Unusable</b>		
Relationship with neighbouring veterinary practice has allowed for the use of their CPD classroom and grooming room should our premises be out of action	All staff	Report when needed

#### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Administrative team	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.

Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created
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Created January 2017

### Policy Statement

Creedons College of Canine Studies is committed to protecting the integrity of the assessment process, and has put in place a policy protecting against assessment malpractice.

### Assessment Malpractice Definition

Malpractice consists of those acts which undermine the integrity and validity of assessment, the certification of qualifications and / or damage the authority of those responsible for conducting the assessment and certification.

The procedures for handling malpractice can be found in the College.

Examples of assessment malpractice activities include:

- Learner plagiarism
- Impersonation of another learner
- Fabrication of evidence
- Alteration of results
- Wrongly obtaining, or attempting to obtain, secure assessment materials e.g. examinations or assessment material from previous learners
- Behaving in a way such as to undermine the integrity of the assessment process
- Cheating, including looking at another learners assessment, looking at cheat notes, or attempting to bring cheat notes in to an exam
- Copying
- Plagiarism
- Misrepresentation
- Bribery
- Falsification
- Personating or other such form of deception
- Untrue claims of ownership of assignments carried out by the learner
- Bringing unauthorised material into an exam
- Using internet, College notes or alternative sources of information in an exam
- Communicating with another learner or person during the exam
- Attempting to encourage another learner to participate in any way in actions which would be in breach of this regulations

All allegations of malpractice will be investigated and results recorded in the external authenticator's report.

### Purpose

The purpose of this policy is to protect the integrity of the assessment process.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
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<b>Initial Investigation</b>		
<p>In the event of the tutor suspecting a learner may have been involved in assessment malpractice the tutor will meet with the learner(s) involved in the assessment and will interview them to see if they would like to share details of the assessment.</p> <p>The tutor may decide to have the learner repeat the assessment, or part of the assessment, immediately in the presence of the tutor.</p> <p>The tutor will investigate to determine whether or not the investigation needs to progress further.</p> <p>Should the tutor be satisfied with the evidence generated she will converse with the academic committee in determining the penalty in accordance with the “Penalties for Breaches of Assessment Regulations”</p>	Programme tutor	<p>Details of the tutors suspicions</p> <p>Report of the investigation.</p> <p>Evidence of any repeat assessment</p>
<b>Further Investigation</b>		
<p>Should the tutor be unsatisfied with her initial investigation she will call for an emergency sitting of the academic board to review the evidence and determine the next level of investigation.</p> <p>An incident investigation committee will be established to meet with the learner(s) involved.</p> <p>After the tutor has discussed the incident with the learner they will give the learner 24 hours to respond to the allegations in writing in a ‘Response Pro-forma form’ prior to the progression of the investigation.</p>	<p>Academic Board</p> <p>Programme Tutor</p> <p>Learner(s)</p> <p>Incident Investigation Committee</p>	<p>Minutes from meetings</p> <p>Incident Investigation Committee Report</p> <p>Response Pro-forma Document</p>
<b>Final Decision</b>		
<p>The Incident Investigation Committee will report back to the chair of the Academic Committee and will make suggestions. The chair of the Academic Committee may choose to enforce the suggestions of the IIC. If the chair decides against the suggestions of the IIC then the Academic Committee will sit again and will discuss the report from the IIC to come to a decision on the outcome of the investigation will be reached.</p> <p>The decision will be communicated with the learner via email.</p>	<p>Academics Board</p> <p>Incident investigation Committee</p>	<p>Meeting Minutes</p> <p>IIC Report</p>
<b>Appeals</b>		
<p>The learners will have the right to appeal the decision.</p> <p>Any appeals must be submitted in writing within 28 days of receiving the decision from the Academics Board. A fee of €49 will be required to review the appeals request. This fee will be refunded should the Academics Board decide to change the decision.</p>	<p>Academics Board</p> <p>Incident investigation Committee</p> <p>Learner</p>	<p>Meeting Minutes</p> <p>IIC Report</p> <p>Appeals Request Form</p>

## Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As needed	Create report and gather documentation.

College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

**Created November 2016**

### Policy Statement

Creedons College of Canine Studies is committed to protecting the integrity of the assessment process. To do this the College will take any breaches of the policy extremely seriously to deter future breaches.

Any breach of the College's assessment regulations, or attempted breach by any learner or on behalf of any other learner will be treated as an offence. A breach of assessment regulations shall be deemed to have occurred when there has been an actual or attempted form of:

- Cheating
- Copying
- Plagiarism
- Misrepresentation
- Bribery
- Falsification
- Personating or other such form of deception
- Untrue claims of ownership of assignments carried out by the learner
- Bringing unauthorised material into an exam
- Using internet, College notes or alternative sources of information in an exam
- Communicating with another learner or person during the exam

### Penalties

Penalties imposed for breach of assessment regulations may constitute any or all of the following

- No credit in the assessment or part of the assessment in which the offence was committed
- No credit for the module in which the offence was committed
- No credit for all of the modules for a particular year of the course being followed
- Ineligible for an award during the year of the breach
- Suspension of the candidate from all activities of the College for a fixed period of time
- A recommendation for the College director for the formal expulsion of the candidate from the College.

### Appeals Process

Learners wishing to appeal the results should contact the College Director directly within 28 days of receiving the result. There is a fee of €49 and the appeal will be addressed by the results approval panel who will recommend appropriate action.

The following assessment grades and feedback being issued to learners tutors will be available to discuss these with learners who wish to query their assessments outcome or who require assistance with understanding their assessment outcome. Where a learner is dissatisfied with the application of the assessment process in relation to their work the following appeals procedure applies. Learners may appeal to the College for their work to be rechecked and / or reviewed.

Please note that any request for an appeal must be made in writing

## Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As needed	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created



# Creedons College

*Adult Education in the Pet Industry*

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## Work Practice

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## Policies and Procedures

2017 (reviewed 14/01/2019)

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## What is Work Placemetn?

Work Placement is a planned period of professional learning or experience, which may be accredited and where the learning outcomes are part of a Higher Education programme or module

It is a three-way partnership between an employer, a learner and Creedons College, where a learner is given the opportunity to work and learn in a professional environment relevant to their studies, in order to achieve set goals.

## Reasons Employers Recruit Learners

Learners offer a source of skilled labour and an insight into new practices being taught at Creedons College.

Learners provide a flexible and cost-effective solution to recruitment needs and help ease staff workload at busy times.

They bring new ideas and new perspectives into the workplace.

Employers can identify potential new recruits and create a feeder pool for future graduate recruitment.

## Benefits of Work Placement to Learners

- Provides you with the opportunity to put course theory into practice.
- You learn new knowledge and skills, course-related and personal.
- Gives an insight into working life, develops self-awareness and supports you in making career decisions.
- Builds your CV, highlighting your new skills and achievements.
- Enhances your employability and job prospects after graduation.
- Creates a network of potential contacts for the future

## Aims

The aim of this document is to provide a guide to best practice for learners who are undertaking Work Placement learning as part of a course of study at Creedons College.

This Guide is intended to act as a reference document, to be used in conjunction with the detailed, course-specific requirements of the learner's programme of study.

## Before Placement

- Have a clear understanding of the Placement element of your course and accept its implications in terms of preparation and commitment.

Write a great CV, highlighting your skills and achievements as well as membership of clubs and societies.

Be proactive in identifying suitable opportunities as ultimately it is your responsibility to succeed in Placement.

## During Placement

Be aware of and comply with all Creedpms College requirements, including assessment.

Provide your tutor with any requested information such as your workcontact details and keep in regular contact as required.

Be professional in the workplace and recognise that you are representing your course and Creedons College.

Co-operate with arrangements for your tutor to visit, where required.

Most importantly, take every opportunity to make the most of your learning experience.

## Creedons College of Canine Studies Work Practice Policies

Creedons College of Canine Studies is committed to providing a safe and enjoyable learning environment, which extends to off-site College experiences and learning environment.

Work practice is a vital element of the learning experience for many learners, and therefore the College takes the provision of suitable and enjoyable work experience very carefully.

A Work Practice component is mandatory on some Creedons College programmes certified by QQI. The component is designed to provide learners with an insight into the 'world of work' in the area of interest. It also facilitates the development of a CV and enhances employment prospects.

Learners are required to arrange their own work placement, though Creedons College can assist where difficulties arise. The placement must be in an area complementary to the course of study followed. Work Placement can be in a single block or over a period of time.

The Work Practice programme leader will outline all related document on and advise learners on how to make the initial approach to employers. The learner must keep their programme leader informed of progress in acquiring their placement.

This document details the work practice policies and procedures that the College expects all personnel to adhere to at all times,

Should you have any concerns or confusion in relation to the below policies and procedures please contact the College Manager as soon as feasibly possible.

### Policy Statement

Creedons College of Canine Studies is committed to providing a safe and enjoyable learning environment, which also includes work practice placement environment. This policy is in place to ensure suitable environments are selected to facilitate Work Placement learners.

### Purpose

The purpose of this policy is to maximise successful implementation of the work placement programme.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<b>Identifying Appropriate Employers</b>		
<p>The responsibility of securing suitable work placement will lie with the learner. They will be provided with details of the type of business they should seek placement in, and will be provided with further documentation to share with potential facilitating businesses.</p> <p>Once they have secured confirmation from the business that they will accept the learner for the duration of the work placement, the learner must send the details of the placement to their programme leader.</p>	Learner Programme Leader	Documentation relating to proposed placement
<b>Confirming Suitability of Work Placement Locations</b>		
<p>Once the programme leader has reviewed the documentation for the proposed placement business they will approve outright, approve with conditions, or reject the proposed placement. Further details will be provided in the event of the placement business being rejected.</p>	Programme Leader	<p>Evidence of report generated</p> <p>Evidence of letter provided to the learner where proposed placement was rejected.</p>
<b>Agreeing the Responsibilities of the Work Practice Mentor</b>		
<p>The responsibilities of the work practice mentor will vary depending on the objective of the placement. The work practice mentor will be provided with a letter outlining the details of their responsibilities prior to accepting the placement learner.</p>	Programme Leader	Evidence of report generated
<b>Facilitating Site Inspections</b>		
<p>The hosting business must be in agreement to a site inspection from a member of Creedons College. This site inspection would require access to all areas of the premises where the learner will have access, and will also review the business's health and safety statement.</p>	Member of Creedons College staff	Evidence of report generated

## Prohibited Placement Locations

<p>Learners on work practice are not permitted to work in the following areas:</p> <ul style="list-style-type: none"> <li>- Unregistered businesses</li> <li>- Businesses that are not tax compliant</li> <li>- A business without public liability insurance</li> <li>- Businesses run by a family member or immediate friend of the learners</li> <li>- Businesses where a mentor is unavailable</li> <li>- Any business that is deemed unsuitable by your tutor for a legitimate reason</li> </ul>	Programme Leader	Documentation with reasons for rejection
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## Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As acted upon	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

## Refusal or Termination of Work Placement

### Version 1

Created January 2017

#### Policy Statement

Creedons College of Canine Studies is committed to providing a safe and enjoyable learning environment, which also includes work practice placement environment.

#### Purpose

The purpose of this policy is to protect the integrity of the work placement programme.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<b>Request of Work Placement Refused</b>		
In the view of the programme leader that sufficient placements have already been granted for the year in said business.  The programme leader does not feel that the work placement will be of benefit to the learner  Evidence comes to light that brings the integrity of the proposed business in to question.	Programme Leader	Evident of phone call Report generated post-event
<b>Work Placement Terminated</b>		
The programme leader or business mentor are not satisfied that the appointee is contributing adequately to the duties requested.  Inappropriate behaviour, especially towards colleagues or animals.  The Programme Leader becomes concerned about the suitability of the appointee  If someone on work practice is dismissed, both the person themselves and their sponsoring organization (if applicable) will be informed of the reason(s) for the dismissal.  Principles of natural justice will be followed at all times	Programme Leader	Evidence of report generated

#### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As acted upon	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created November 2016

### Policy Statement

Creedons College of Canine Studies is committed to protecting the confidentiality of business who facilitate placements.

### Purpose

The purpose of this Work Practice Confidentiality Policy is to protect the relationship the College has with businesses who facilitate learner placements, to teach the learners best practice in relation to confidentiality and to protect the confidentiality of facilitating businesses.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<b>Learners Engaged in Work Placement</b>		
Confidential or private documents should not be read. No-one doing work practice may remove any documents from the business premises, unless with the consent of the placement mentor.  Business operations and procedures should not be discussed outside of placement by people engaged in work practice. It is particularly important to respect the confidentiality rights of business staff and clients.  If a written report must be compiled as part of work practice, nothing in it should indicate the names of individual animals or staff (except in neutral terms such as class lists, etc.) All written reports on the business done by people on work practice should in the first instance be shown to the Programme Leader and not shared elsewhere.	Programme Leader	Work Placement Log

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As acted upon	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.

Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created
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### Policy Statement

Creedons College of Canine Studies requires all learners to take personal responsibility for their actions and personal safety while carrying out their work placement.

### Purpose

The purpose of this policy is to ensure that learners are aware of their responsibility while carrying out their placement to ensure that the learner gains the ability to manage and monitor their own behaviour. This is an important life skill.

The purpose of this policy is also to ensure that the learner protects and promotes the positive relationship the College has with the work placement business.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<b>Communications</b>		
When communicating with members of your work placement business, or personnel within that business including customers the learner must, at all times, conduct themselves in a professional manner. This includes using polite, professional language at all times, ensuring spelling and grammar is appropriate in written communications, and that the learner responds for any requests for communication in a timely manner. When requested to carry out a duty by the business the learner absolutely must respond in a positive, helpful manner. Businesses are very kind to allow our learners to carry out their placement at the premises so you must respect that, be grateful, and help out in any manner needed.	Learner	Feedback from learner Feedback from business Any written correspondence
<b>Working with Animals</b>		
When engaging in placement activities the learner must not engage in any activity whatsoever without being given permission from a mentor. The learners will never, ever engage in any activity that may cause an animal excessive distress, pain or suffering even if instructed to do so by a member of the business. The learner must, when interacting with animals, follow the instructions of their supervisor / mentor to the word. If the learner is unsure of what to do, or unsure of the instructions they were given they must not engage in any activity until they have clarified the instructions from their mentor / supervisor.	Learner Supervisor / mentor	Feedback from Business
<b>Professional Conduct</b>		
The learner must arrive in a timely manner. This means arriving to the premises between 5-0 minutes prior to their scheduled start time. Arriving more than 5 minutes early may cause grievance to their supervisor / mentor so they must avoid arriving more than 5 minutes early unless	Learner Supervisor / mentor	Feedback from Business

<p>already cleared by their supervisor / mentor. Learners must not arrive later than scheduled start time.</p> <p>Learners must ensure that they follow the businesses health and safety guidelines to the word.</p> <p>Learners must treat all property and equipment of the business with the utmost respect, not using or touching property without permission.</p> <p>Learners must behave in a professional manner in relation to keeping the premises clean and tidy, always cleaning up after themselves and offering assistance with additional cleaning.</p> <p>Learners must not enter any unauthorised areas (offices / in with dogs etc.) without permission from their supervisor / mentor.</p>		
<b>Communicating with your Tutor Regarding Professional Conduct</b>		
<p>You must communicate regularly with your tutor. If you have any concerns, no matter how minor, with how your placement is being carried out you must notify your tutor immediately. This includes but is not exclusive to</p> <p>Being unfairly treated by any persons at the business including customers</p> <p>Being given duties that are not part of your placement / being asked excessively to carry out duties not relevant to your placement (some help with cleaning is expected provided it is not more than 40% of your duties)</p> <p>Any concerns over the treatment of animals or personalle at the business</p> <p>Any breaches to guidelines such as working hours, breaks, health and safety etc.</p>	Programme Leader Learner	Email correspondences Written report on investigations

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader (through communications with business mentor)	As acted upon	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

### Policy Statement

Creedons College of Canine Studies is committed to ensuring that the facilitating businesses are respected by ensuring that learners taking placement are aware of their obligations in relation to attendance. .

### Purpose

The purpose of this policy is to clarify the responsibilities of the learner in relation to attendance.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<b>Attendance Policy</b>		
<p>A learner is expected to attend regularly and punctually.</p> <p>Any learner who is absent from their placement for one day or more without a valid reason, may forfeit his/her placement with the business. It will be the learners responsibility to secure alternative placement, and may trigger a disciplinary investigation.</p> <p>If the learner is unwell and misses 3 consecutive days or two interdependent days of placement they will be expected to produce a medical certificate to their programme leader. They must also notify the business mentor.</p> <p>Should the College be closed for any period of time you may still be required to carry out your placement days. You should discuss this directly with your tutor.</p>	Programme Leader	Evidence of phone call Report generated post-event
<b>Absence Policy</b>		
Should the learner be unable to attend a pre-arranged work placement day, they must notify their programme leader, and their business mentor directly via email at the earliest convenience.	Programme tutor	Evidence of email

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As acted upon	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the

		Management Board of Governance is warranted.
Management Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

Created January 2017

### Policy Statement

Creedons College of Canine Studies is committed to ensuring that the facilitating businesses fully understand their responsibilities whilst hosting a Creedons College Work Placement learner.

### Purpose

The purpose of this policy is to clarify the responsibilities of the facilitating business. This will help to minimise any unnecessary confusion or obstacles.

<i>Procedures (process)</i>	<i>Carried out by</i>	<i>Evidence Generated</i>
<b>Provision of a Business Mentor</b>		
<p>The College asks that you nominate a specific person to monitor and mentor the learner. This may be a manager or senior member of staff.</p> <p>It is acceptable to have the learner shadow a work member who can act as the learner supervisor, who can then report back to the learner's mentor. The mentor would have overall responsibility for the learner.</p>	Programme Leader	Evidence of email
<b>Induction</b>		
<p>Each facilitating business is asked to provide learner with an induction to the business and operating procedures. This is to ensure that the learner understands the businesses mission, policies and guidelines so that they can engage in work placement activities with a thorough understanding of the way the business would like them to operate.</p> <p>The programme leader can facilitate in ensuring that the induction contains all relevant information.</p>	Programme Leader, business mentor.	Evidence of induction
<b>Health and Safety and Risk Assessment</b>		
<p>The facilitating business is asked to carry out a full health and safety session with the learners so that they understand how to operate during day to day activities with health and safety at the forefront of their activities.</p> <p>All businesses operate with managed risk. It is vital that the business educate the learner on potential risks of their placement so that the learner can operate while attempting to minimise risk.</p> <p>The programme leader can facilitate in ensuring that this session contains all relevant information.</p>	Programme tutor, business mentor	Evidence of health and safety education

Communication with the Programme Leader		
The work placement facilitating business will be provided with all contact details necessary, including direct email address of the programme leader. While phone calls are an acceptable method of communication, the College requests that where feasible the business uses email communication to ensure that email records of conversations can be recorded.	Programme tutor, business mentor	Evidence of email
Modifications or Termination of the Placement		
Should the business need to modify any elements of the work placement, or terminate the placement the College requests that you notify the programme leader at the earliest convenience. The College can in turn notify the learner.	Programme tutor, college manager, business mentor	Evidence of email
Ongoing Information regarding Learner		
<p>The College requests that you keep the programme leader informed of any details of the learner's performance, including but not exclusive to any missed attendance, failure to perform at an appropriate standard, and any areas where the business has concerns.</p> <p>Post-work placement the College requests that you complete a Work Placement Feedback Form to provide details of both the learner's performance and any feedback that you may have on the operations of the placement.</p>	Programme tutor, College manager, business mentor	Evidence of email

### Monitoring Implementation of Policy

<i>Person(s) Responsible</i>	<i>Frequency</i>	<i>Monitoring Methods</i>
Programme Leader	As acted upon	Create report and gather documentation.
College Director	As acted upon	Review reports created. Decide whether or not an emergency sitting of the Academic Board of Governance is warranted.
Academic Board of Governance	Annually	Review policy Review documentation gathered in prior 12 months Review and decide upon recommendations in reports created

## WORK PRACTICE AGREEMENT

Creedons College and Employer Participating in Work Practice Programme

Learner Details		Employer Details	
Name		Company / Name	
Address		Address	
Mobile No.		Contact No	
Creedons College Contact		Supervisor	
Placement Dates		Hours of Work	
From	To	From	To
<p><b>Learner</b>            As the learner names above, I have sought and agree to take part in this placement. I agree to be punctual in attendance and to inform my Supervisor and Work Practice teacher of any issues arising. I agree to hold in confidence and not disclose any information relating to the operation of the business. I also agree to observe all safety, security and other regulations made known to me by my employer, the employer's representative/s or signs displayed throughout the premises.</p>			
Signed		Date	
<p><b>Employer</b>            I agree to the Work Practice placement of the learner named above, in accordance with the Creedons College learner of Understanding which I have received from the learner</p>			
Signed	Date	Position	





## LETTER OF UNDERSTANDING

### Creedons College and Employer participating in Work Practice Programme

Dear \_\_\_\_\_

Thank you for participating in the Creedons College Work Practice Programme. Without your assistance and that of the Business Community at large it would not be possible to incorporate this mandatory learning experience into our courses.

In the best interest of all parties, please note:

- Learners participating on our Work Practice Programme are engaged in a Creedons College course activity. Consequently, the College's insurance policy covers them.
- Learners sign an agreement to the effect that they will not disclose information confidential to the employer.
- It is envisaged that learners engage in work related to their course of study and will be given the necessary instructions to perform their allocated duties.
- Learners are expected to comply with all safety and security procedures and are not expected to work in an unsafe environment.
- Learners are required to notify the employer and course teacher if absent from their placement.
- The employer is requested to complete a Work Practice Report. This will form part of the learner's final assessment in their Work Practice module. A briefing document outlines the employer's role in this regard.

Please confirm that this Letter of Understanding is acceptable to you by completing the Work Practice Agreement, which you should have received from the learner.

Yours sincerely

Coordinator

## LETTER TO EMPLOYER , REQUESTING PLACEMENT

Dear \_\_\_\_\_

Work Practice is an experiential learning activity that is an integral and mandatory component for all QQI certified full-time courses at Creedons College. It requires learners to organise and plan a period of placement in an area complementary to their field of study. The placement provides the opportunity to develop work related skills, experience a work environment and evaluate employment and career opportunities.

It is planned to organise Work Practice for the \_\_\_\_\_ course from \_\_\_\_\_ to \_\_\_\_\_. It is anticipated that learners will be engaged in some activity related to their course, and are given the necessary instructions to perform the duties allocated to them. Learners on Work Practice are considered to be engaged in a Creedons College activity and are covered by the College's insurance policy.

I hope you will be in a position to accommodate the learner who has presented this letter of introduction from Creedons College.

Thanking you in anticipation of your involvement in the Creedons College Work Practice Programme. Your co-operation, in this regard, and that of the business community generally, is very much appreciated by both our learners and staff.

We look forward to your continued participation in the Creedons College Work Practice Programme.

Yours sincerely

Programme Leader

## Work Practice Log

### Work Practice Week:

Course:

Class Teacher:

Class Code:

[illegible]

Forward to College Manager to be held in the Management File



Assessment material assessors, verifiers and authenticators have permission to remove assessment material from the college campus when strictly following the below procedures.

Time taken off campus is minimised and agreed to with College manager prior to removing material.

Agreed sign out time and date, and sign in time and date, or exam material is agreed to.

When removing assessment material both the person removing the material, and the College manager will review the content of the material, and both sign in agreement what material is present.

The material will be placed in a sealed envelope / sealed box and handed to the person removing it who safely transports it to the agreed location where the material will be stored until returned. This location should not be accessible to anyone other than the person responsible for the data. If it is a shared property the room must remain locked when the person responsible is not present.

Any material viewed electronically, such as material on a USB stick viewed on a computer, should not be stored on the computer and should not be downloaded on to a computer. Please check your download history / search your device for any of the files after the USB has been removed, and delete any files remaining on your computer. Do NOT delete files from the USB stick.

Material absolutely must not be copied, photographed, or shared. Material absolutely must not be viewed by anyone other than the person responsible for it.

Material must not be carried on public transport.

Material must not spend any time in any location other than the agreed location, and travelling directly from the college premises to and from said agreed location.

When returning assessment material both the person returning the material, and the College manager will review the content of the material, and both sign in agreement what material is present.

## Removal of Data

Name of person removing data	
Reason for data removal	
Location that data will be stored in	
Proposed date of return of data	
Documents summary	
Number of documents	
Number of pages	
Number of devices	
Content on device	
Date of data removal	
Signed by person removing data	
Signed by college representative	

## Return of Data

Number of documents returned	
Number of pages returned	
Number of devices returned	
Content on device consistent with when device was removed	
Details of any data altered / missing	
Details of any variation on proposed return date	
Signed by person returning data	
Signed by college representative	

## Preparing for Exam Date

- Receive exam paper 2 weeks prior to exam date
- Each exam requires an A and B exam. Exams must be of similar difficulty but must have different questions.
- Review for any spelling / grammar / layout errors
- Have subject matter expert review questions to ensure they make sense
- Ensure classroom has clock with correct time on display
- Set up classroom so students
- Print correct number of exams for students plus 2 additional papers
- Blank refill pad provided to tutor for additional paper requests
- Staple papers together. If additional long questions provide 2 pieces of lined paper per long question. Staple with the exam package.
- Place in sealed envelope. Provide additional open envelope for tutor to use.
- Write names of each expected student on the tutors envelope. Put line beside their name for tutor to tick once exam placed in envelope. EG

Nanci Creedon \_\_\_\_\_

Emma Lynch \_\_\_\_\_

- Print the Tutor Examination Instructions Document
- Print module feedback forms, enough for all students plus one spare
- Leave in an open envelope
- Morning after exam notify person(s) first onsite to check for both exam papers sealed envelope and student feedback forms sealed envelopes, and instruct them to post in to locked managers office.

\*Please tick each of the below to confirm

- ☐ Room set up appropriately
- ☐ Exam material in sealed envelope
- ☐ Open, empty, envelope provided with list of student names
- ☐ Feedback forms in open envelope
- ☐ Each student provided with exam paper and correct amount of lined paper (two sheets per long question)
- ☐ Two students per table. Each student given either paper A or paper B (no students sharing a table will have the same exam paper)
- ☐ All students worked with clear table, no personal items other than pens
- ☐ Students instructed to use bathroom and gather warm drinks prior to exam commencement
- ☐ Students instructed that they MUST check that they are submitting ALL exam paper material. Any missing documents cannot be corrected or resubmitted at a later date
- ☐ Manuscripts double checked to ensure all sheets submitted
- ☐ All exam manuscripts placed in sealed envelope
- ☐ Student names ticked on envelope to confirm envelope contains their manuscript
- ☐ Exam envelopes and feedback forms envelopes posted in to locked College reception (posted under door)

#### **Toilet Break**

Student Name	Time Left Manuscript	Time Returned to Manuscript
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Any issues that arose during exam

I plan to return to Creedons College premises to correct exam manuscripts on \_\_\_\_\_.

I understand that physical exam material and assessment documents (projects / log books etc.) and feedback forms CAN NOT be taken off site. I understand that this is a serious breach in protocol and is considered gross misconduct.

Signed (Tutor) \_\_\_\_\_

Date \_\_\_\_\_