

PROVIDER NAME: CCT College Dublin (CCT)		
POLICY AREA: Standard 7: Protection of Enrolled Learners – Public Information		
Policy and Procedure Title: Protection of Enrolled Learners (PEL) Policy	Policy Number: CCTP701	Version: 2.0
<p>Policy Statement</p> <p>CCT has learner protection arrangements in place with respect to enrolled learners on all QQI validated courses, ensuring learners education at CCT is protected, and in accordance with the Qualifications and Quality Assurance (Education and Training) Act 2012. The arrangements are with at least two other providers in respect of each QQI course whereby learners will transfer to similar courses provided by the other providers or will continue their existing course transferred to one of the other providers in the instance of a trigger event. This is facilitated through membership of the HECA PEL Scheme.</p> <p>The Qualifications & Quality Assurance (Education & Training) Act 2012 stipulates that a provider should put in place for the protection of enrolled learners on programmes of three months duration or more where moneys have been paid by, or on behalf of the learner, to the provider for a programme of education and training. This legal requirement is made of individual providers, and each provider is expected to have a PEL policy and set of procedures in place. In addition to this requirement, CCT strives to ensure that all its programmes are taught out and finished. The purpose of the policy and procedure on PEL is to facilitate CCT's reaching workable and tangible PEL solutions across all programmes, for its continuation to completion. Arrangements which facilitate learners to complete their studies, is the preferred PEL option and approach for QQI and CCT, as this accommodation is in the best interests of the learner.</p>		
<p>Staff Involved</p> <p>Dean of Academic Affairs, Dean of School, Heads of Faculty, QA Officer, Faculty staff, Dean for Administration and Finance, Head of Admissions, Faculty Coordinators, College Director</p>		
<p>Definitions and Principles</p> <p>The legal requirement in Ireland for PEL ensures that learners enrolled on a programme, of longer than three months duration and where fees have been paid, are not disadvantaged in the event of the programme ceasing prior to completion.</p> <p>The Qualifications and Quality Assurance (Education and Training) Act, 2012, seeks to ensure that:</p> <ul style="list-style-type: none"> • Learners have the opportunity to complete a programme leading to an award, OR • Learners are refunded the moneys most recently paid if a programme ends before they complete it, AND • Learners are provided with adequate and accurate information about the programme that they wish to pursue and about the protection in place for them in the event that the programme ceases prior to their completion. <p>Providers are legally required to demonstrate compliance with Part 6 of the 2012 Act by informing QQI in writing of the arrangements in place for PEL and setting out</p>		

how the provider has satisfied itself that the arrangements are adequate and meet the legal requirements, as set out by QQI protocols. The arrangements referred to above, and as outlined in the Qualifications and Quality Assurance (Education and Training) Act, 2012 are:

a) an agreement between the provider of the programme and at least 2 other providers that an enrolled learner may transfer to a similar programme of those other providers,

OR

b) where the provider considers, with the agreement of the Authority, that it is not practicable to comply with paragraph (a), that provider has arrangements in place which enable the provider to refund to an enrolled learner, or to the person who paid the moneys on behalf of the enrolled learner, the moneys most recently paid in respect of the programme concerned for -

(i) tuition fees,

(ii) registration fees,

(iii) examination fees,

(iv) library fees,

(v) student services fees, and

(vi) any other fees which relate to the provision of education, training, and related services.

Procedure Outline / Method(s) used to carry out this procedure

Responsibility of

Evidence generated by this procedure to ensure its effectiveness

1. When PEL arrangements are activated

CCT maintains academic bonding PEL arrangements with at least two alternate providers of similar programmes, in line with its PEL policy, through membership of the HECA PEL Scheme. The agreements with other providers which underpin these PEL arrangements are designed and developed in line with QQI's *Protection of Enrolled Learners: Protocols for the Implementation of Part 6 of the 2012 Act* and are documented in detail in the CCT HECA PEL Action Plan. Copies of the Action Plan are retained by CCT, the bonding providers, and the HECA PEL Oversight Committee.

PEL arrangements will be activated when:

a) CCT fails to provide a programme of education and training of three months' duration or longer where moneys have been paid, for any reason (including the insolvency or the winding up of that provider), or where QQI withdraws programme validation.

b) Enrolled learners have begun, but not completed, a programme of education and training of three months' duration or longer where moneys have been paid and CCT ceases to provide the programme before that programme is completed for any reason (including the insolvency or the winding up of that provider), or on account of QQI withdrawing programme validation.

College President
Dean of Academic
Affairs

HECA PEL Scheme membership
HECA PEL Grid
CCT PEL Action Plan
Letters detailing PEL arrangements with alternate providers

- *PEL Alternate Provision Arrangements Document*, detailing procedures around the full PEL arrangement with each provider

<p>a) Learner Personal detail records (including personal reports and learning needs) b) Learner Academic records c) Learner fees records</p> <p><i>2.2.4 Programme Organisation</i></p> <p>a) Full details of academic staff (full time, part time) b) All administration support staff at all levels within CCT c) Premises information (including lease and owner information of the premises where applicable) d) Information on outreach or satellite centres in use, for programme delivery e) Key interaction contacts for the programme (including government or state agencies, international agencies etc.) f) All promotional information used to market the programme</p> <p><i>2.2.5 Programme Information</i></p> <p>a) Approved assessments, examination questions and marking schemes b) Any repeat assessments, examination questions and marking schemes c) Soft copies of any submissions, feedback issued to learners and resubmissions, hard copies of any previous examination scripts d) A copy of the most recent approved assessment schedule e) Copies of Programme Board meetings over the previous academic year f) Copies of minutes of Exam Board meeting minutes over the previous academic year g) Any programme related Quality Assurance meeting minutes h) Any applications for Reasonable Adjustment, issues of Plagiarism or other incidence of learner infringement on assessment and examinations over the previous academic year i) Details / copies of the validated programme submission document originally agreed with QQI, including programme schedule j) Copies of issued lecture notes and other materials distributed during the programme k) Copies of results transcripts (if applicable) and/or copies of results issued to learners up to the point of the activation of the PEL arrangements. l) Collateral and Supporting Assets necessary to provide the Programme m) ICT Network Infrastructure n) Virtual Learning Environment access (for example Moodle) o) Library materials and assets (online and actual), and borrowing records p) Online Licenses and Software related to programme delivery q) Storage and security of assessment related materials r) QA policies and procedures of the Provider s) All equipment related to the programme (owned, leased) t) Location of assets u) All other Intellectual Property related to the programme, (other than what is mentioned in e and f above)</p>	<p>College President HECA PEL Oversight Committee</p>	<p><i>PEL Alternate Provision Arrangements Document</i>, detailing procedures around the full PEL arrangement with each provider (based on QQI PEL Protocols)</p> <p>Authorised access letter from legal representative confirming access to data.</p>
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		- All records of correspondence between CCT, QQI and alternate academic bonding providers, during PEL activation process (If Applicable)
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POLICY CONTROL SHEET

Policy Title	Protection of Enrolled Learners
Responsible Officer(s)	Dean of Academic Affairs, College Director, Dean for Administration and Finance
Issuance Date	August 2017
Effective Date	August 2017
Last Review Date	N/A
Supersedes	New Policy under new QA system
Next Review Date	August 2019
Designated Reviewer(s)	Dean of Academic Affairs
Scope	Internal staff (full and part time); Learners; External Stakeholders such as QQI, HECA, bonding providers in agreement with CCT.

Revision History

Revision	Approval Date	Revision Description	Originator	Approved By
New Policy	August 2015	New QA system	Senior Management Team	Head of Academics, College Registrar
Version 2.0	August 2017	Update to reflect membership of HECA PEL scheme and change in organisational structure	Dean of Academic Affairs	Academic Council

References upon which the Policy section is based

CCT Policy area	Protection of Enrolled Learners
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Statutory & System Wide Basis	The Irish Qualifications and Quality Act (Education and Training), 2012; European Standards and Guidelines for QA in the European Higher Education Area, Relevant QQI Standards and Guidelines
Related CCT Policies / Forms	