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 Policy Policy Number: CCTP701

Version: 2.0

Policy Statement

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.

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.

Staff Involved

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

Definitions and Principles

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.

The Qualifications and Quality Assurance (Education and Training) Act, 2012, seeks to ensure that:

- 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.

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

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 QQl's <i>Protection of Enrolled Learners: Protocols for the Implementation of Part 6 of the 2012 Act</i> and are documented in detail in the CCT HECA PEL Actic 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: | Dean of Academic Affairs | HECA PEL Scheme membership HECA PEL Grid CCT PEL Action Plan Letters detailing PEL arrangements with alternate providers |
| a) CCT fails to provide a programme of education and training of three months' duration or longer where moneys hat been paid, for any reason (including the insolvency or the winding up of that provider), or where QQI withdraws programme validation. | ve | - PEL Alternate Provision Arrangements Document, detailing |
| 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. | n | procedures around the full PEL arrangement with each provider |

| Typical examples of incidences for PEL activation are: | | (based on QQI PEL Protocols) |
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| (i) A provider ceases trading while learners are enrolled on programmes (ii) A provider ceases offering a specific programme while learners are enrolled on the programme (iii) QQI withdraws validation of the programme while learners are enrolled | | |
| 2. Guideline Procedures on consideration of PEL arrangements activation | | |
| 2.1 In relation to the PEL option for the learner to complete the affected programme, the following section (2.2) provides a template framework approach to PEL, and to outline basic procedures in relation to managing a potential PEL situation arising. CCT would need to make available access, and/or information on the following: | | |
| 2.2 | | |
| 2.2.1 PEL Activation Procedural Considerations | | |
| a) CCT needs to ensure that QQI and named alternate providers can readily access learner records in the event that PEL arrangements need to be activated. b) PEL Activation commences when the CCT College President informs QQI and the alternate providers that there is a need to activate the PEL arrangements, and will discuss and agree a suitable timeframe for the transfer of data and learners to the respective alternate providers. c) CCT agrees a timeframe for the transfer of learners and all relevant learner records data and relevant institutional information, to the respective alternate providers, with QQI and the alternate providers. d) Internal emergency activation meetings commence within the affected institution to prepare the following information for transfer to QQI and both alternate providers as soon as possible. 2.2.2 ProviderandProgrammeDetails Information | College President HECA PEL Oversight Committee | Secure back up of learner and programme data available to HECA PEL Scheme via |
| a) Statement from the CCT College President, confirming that he/she has the capacity to confirm all details provided are in compliance with the Part 6 of the 2012 Act, on behalf of the organisation. b) Legal entity confirmation, and full company name and address. c) Programme details: Full programme title, Award title, NFQ Level, Joint Awards / Collaborative Provision, Number of Stages, ECTS per stage, Mode of Attendance (full time / part time), Number of Intakes per annum, Structured Work Placements, or any other special features. d) Original statement of the maximum enrolment number of learners agreed to be covered with the alternate providers on the programme, at any given time. | President | solicitors |
| 2.2.3 Relevant Learner Records | | Letters detailing PEL arrangements with alternate providers |

| b) Learner Academic records Learner fees records 2.2.4 Programme Organisation 8 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 2.2.5 Programme Information 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 insules 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 Plagairsm or other incidence of learner infringement on assessment and examinations over the previous academic year g) 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. Committee HECA PEL Avariants Document, dataling procedures around the full PEL arrangements. Document detailed programme for the programme with programme with programme with programme with programme submissions of negative programme with programme with programme for the programme for the programme for programme programme with programme for pro | | | |
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2.2.6 Information to Learners

In accordance with Section 67(1) of the Act, The Provider shall, before commencing the Programme and before accepting any payment from or on behalf of an enrolled learner in respect of the Programme, notify the enrolled learner in writing of the following:

- the name of the awarding body or, where appropriate, awarding bodies making the award,
- the title of the programme and the award to which it leads, and
- whether the award is recognised within the NFQ, and if so:
 - » the level of that recognition within the NFQ, and
 - » whether the award is a Major, Minor, Special Purpose or Supplemental award as identified within the NFQ:

where CCT is required to have procedures for access, transfer and progression in place under section 56, a statement of how those procedures apply to that programme;

• the details of the arrangements for PEL that The Provider has in place in accordance with Section 65(4) of the Act. In accordance with Section 67(2) of the Act, The Provider shall notify the enrolled learner in writing of any change in the information notified to the learner under subsection (1) within 14 days after becoming aware of that change.

Full institution specific details of the location and access credentials of all records that CCT are obliged to make available in the event of PEL being activated are documented in the CCT PEL Action Plan retained by CCT, the HECA PEL Oversight Committee and the bonding partners.

The HECA PEL Oversight Committee is an independent body established to monitor ongoing compliance of members of the HECA PEL Scheme with PEL requirements specified as part of the scheme. HECA is the Higher Education Colleges Association. The HECA PEL Scheme is approved by QQI as acceptable arrangements for learner protection.

College President Dean of Academic Affairs Head of Marketing QA Officer College website Registration form Student handbooks

College President Dean of Academic Affairs CCT PEL records with oversight committee

Monitoring

| Monitor (Job Title) | Frequency | Monitoring Method(s) |
|--------------------------|--------------------------------------|---|
| Dean of Academic Affairs | Annual review for full academic year | - Letters detailing PEL arrangements with alternate providers |
| College Director | | - PEL Action Plan, detailing procedures around the full PEL arrangement with each provider (based on QQI PEL Protocols) |
| | | - Audit by PEL Oversight Committee |

| | I records of correspondence between CCT, QQI and alternate academic bonding providers, ing 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 |
|-----------------|---------------------------------|
| | |

| 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 | |