

**1. FETAC (Further Education Training Awards Council)**

Lir Business Services & Training Centre has agreed their quality assurance system with FETAC and can offer programmes leading to FETAC awards at levels 3 to 6 of the National Framework of Qualifications.



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FETAC - The Further Education and Training Awards Council is the national awarding body for further education and training providers in Ireland. Organizations that come under its brief include both public and private sectors including FAS, Teagasc, Fáilte Ireland, VEC, Institutes of Technology, BIM and private course providers such as Lir Business Services & Training Centre.

To achieve registration, Lir Business Services & Training Centre had to make a formal submission and an on-site evaluation of our Quality Assurance System which we achieved first time around.

**2. Information for Learners re Assessment**

**a) Learner assessment responsibilities**

It is the responsibility of the Learner to carry out the assessment(s) as per instructions given by Course Tutor and brief(s) given.

**b) Assessment deadlines**

Assessment Deadlines are written clearly on front of Assessment Brief(s). It is the responsibility of the Learner to present evidence for the assessment activity within the deadline specified and the resulting consequences should a learner fail to do this. Lir Business Services & Training Centre will facilitate and give due consideration to a learner who provides evidence of extenuating circumstances.

Lir Business Services & Training Centre will enable learners who have been prevented from undertaking a specific assessment activity or who feel their performance is seriously impaired because of exceptional circumstances to apply to postpone the assessment to another time.

Lir Business Services & Training Centre may consider giving compassionate consideration to the learner:

- a physical injury or emotional trauma during a period four to six weeks previously
- a physical disability or chronic or disabling condition such as epilepsy, glandular fever, or other incapacitating illness of the learner.
- recent bereavement of close family member or friend
- severe accident
- domestic crisis
- terminal illness of a close family member

other extenuating circumstances.

Any consequences for late submission of evidence will not, however, interfere with the marks awarded. Once learner evidence is accepted by Lir Business Services & Training Centre it will be marked and graded in accordance with the standards for the award. The actual marks and grade awarded are determined solely on the basis of the evidence submitted in accordance with the standards for the award.

### **c) Assessment malpractice**

Lir Business Services & Training Centre will inspect and deal with any form of assessment malpractice which could impact on the legitimacy of the assessment. Learners must sign that the work submitted by them is their own work. If any evidence of plagiarism/assessment dishonesty is found, it will result in the disqualification of the learner.

Lir Business requires the learner to provide appropriate evidence/documentation e.g. a statement from a medical practitioner and will consider the circumstances, the type of assessment activity, and the record of past achievement of the Learner in making a decision to allow compassionate consideration.

### **d) Reasonable accommodation**

The Equal Status Acts, 2000 to 2004, requires Lir Business Services & Training Centre to provide reasonable accommodation to meet the needs of a Learner who has a disability.

In the context of assessment, reasonable accommodation is the term used by Lir Business Services & Training Centre, for the adjustment of assessment to facilitate the needs of learners whose personal situation means that the assessment would otherwise be unfair e.g. learners with a disability, and/or other learners covered by equality legislation.

Adjustment of the assessment by the trainer will facilitate the Learner to demonstrate their achievement of the standards without significantly altering the standard. Different assessment arrangements/adjustments are not intended to and will not reduce the validity and reliability of the assessment or compromise the standard. This adjustment to the assessment technique/instrument is used where it disadvantages the Learner in their assessment.

These changes may include the following and/or other reasonable adaptation:

- modified/enlarged presentation of assignments/examination papers
- scribes/readers, rest periods, adaptive equipment/software
- use of sign language, practical assistants, use of assistive technology
- extra time.

The implementation of these adjustments will ensure that all Learners are assessed on an equitable basis. Lir Business Services & Training Centre is responsible for their implementation and any associated costs incurred once this has been discussed in full before registration for the course.

### **e) Policy on repeats**

Where a learner is unsuccessful, on a first attempt in an assessment activity, Lir Business Services & Training Centre will provide learners with an opportunity to repeat the assessment activity to achieve a higher grade. Opportunities to repeat an assessment activity are dependent on the nature of the activity and the practical and/or operational issues involved. It is acknowledged that there may be specific constraints on Lir Business Services & Training Centre that prevents us from offering repeat assessment opportunities to learners. Lir Business Services & Training Centre will inform Learners whether opportunities are available to them to repeat assessments.

### **f) Learners appeals**

Lir Business Services & Training Centre has put in place an Appeals Process. An Appeals Process will enable the learner to appeal the:

- a) Assessment Process - if they perceive there to be irregularities/inequality in its implementation.
- b) Assessment Result.

Lir Business Services & Training Centre will inform the Learner of their approved result and only approved results can be formally appealed by the learner.

Delegates must inform Lir Business Services & Training Centre of their application to appeal within one month of receiving their approved result. A fee of €20 will apply.

The appeals procedures will involve a review of the Assessment Process for the specific learner concerned; including where appropriate the review of learner evidence and the assessment results. The trainer who evaluates a learner appeal *will not* be the trainer who made the original assessment decision.

The only evidence which may be presented by the learner at appeal is that which has already been presented for assessment. New evidence may not be added by the learner for the appeal.

The learner will be informed of the outcome of the Appeals Process within an agreed timescale.

Following the completion of Lir Business Services & Training Centre's Appeal Process, the results for the learner(s) concerned will be forwarded to FETAC as the final result. These final results are the foundation on which FETAC will issue certificates.

FETAC operates a National Appeals Process and this is on the basis of the:

Completion of Lir Business Services & Training Centre's Appeals Process and on Appealing the process, not the result.

FETAC only accepts appeals from Lir Business Services & Training Centre, on behalf of learners.

FETAC will not accept an appeal on behalf of a learner until that appeal has gone through 'due process' within Lir Business Services & Training Centre's Appeals Process and all opportunities to appeal within this process have been exhausted.

FETAC's National Appeals Process is outlined in the document 'National Appeals Process' [www.fetac.ie/nationalappealsprocess](http://www.fetac.ie/nationalappealsprocess). This document sets out full details regarding

- a) the conditions under which an appeal can be made to FETAC
- b) the process
- c) the timeframe for processing the appeal.

### **3. FETAC Assessment Periods**

Lir Business Services & Training Centre Learner results are issued after the following Assessment Periods - January, May, August, November

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