



Learner Handbook

Effective from September 2025

Ballyhaise Agricultural College

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WELCOME

Dear Learner,

You have enrolled on a Teagasc course and as College Principal, I welcome you, on behalf of the staff, on the course. We hope that you will find the course interesting, challenging and rewarding. The course leads to a widely recognised QQI award.

You may find the course and the new surroundings a little daunting at first. This is natural as it takes time to adapt to a new location, to new ways of learning, to new friends and to becoming a more independent person. Indeed, the aim of Teagasc courses is to assist people to become independent learners who are capable of identifying their own education and training needs. It is our role to help you through this transition process. One of the strengths of most courses offered by Teagasc is that learners can progress “up through the ranks” right up to degree level.

If you work hard and satisfactorily complete all the requirements asked of you, you should pass your assessments. We hope that you will be successful and be well qualified to pursue a worthwhile career of your choice.

Finally, I wish you well for your time with us. I hope that you will benefit from and enjoy your course and the time spent with us.

Yours faithfully,



JOHN KELLY
College Principal

Purpose of the Learner Handbook

This Learner Handbook has been produced for the benefit of, and to support all learners enrolling on Teagasc courses. It contains important information you will need to refer to throughout your period of study at a Teagasc college/centre.

The handbook provides important guidelines for learners in regard to code of conduct, assessments, practical learning period, health and safety, bio security, college and centre facilities and guidelines in regard to learner welfare and support.

If you have any issues or concerns, please make sure you bring them to the attention of your course co-ordinator or college/centre management.

1.0 Charter of Learners Rights and Responsibilities

1.1 *Teagasc Mission*

Teagasc is dedicated to providing the highest quality education and training accessible to learners in a manner that meets their needs.

Teagasc is committed to providing learners with:

- An environment and resources that supports and stimulates learning and enables learners to realise their full potential
- High quality courses
- Accurate information about all programmes and expectations
- Assessment of learning that is fair, valid and timely
- The opportunity to provide feedback on teaching and course quality in confidence
- A skilled, qualified and supportive staff who will treat all learners with dignity and respect and be responsive to learner needs and concerns
- A fair and consistent enforcement of all rules and regulations
- A healthy and safe environment that promotes a positive learning experience.

Teagasc expect learners to:

- Take charge of their own learning and produce work to the best of their ability
- Participate actively in all learning situations
- Make effective use of the facilities and services provided
- Comply with assessment regulations and use assessment feedback to guide their continued learning
- Provide honest and constructive feedback within the opportunities provided
- Support and respect the rights of fellow learners and staff
- Abide by all rules and regulations and guidelines stated in the Learner Handbook
- Take responsibility for their own health and safety; be conscious of the safety of others and to fully comply with college/centre health and safety requirements.
- Comply with the safety requirements while undertaking a practical learning period with a host.

1.2 *Academic Calendar*

As part of your course induction, you will be provided with an academic calendar which will specify details of:

- Course commencement date
- Bank holidays and mid-term breaks (if relevant)

- Dates for work experience (PLP)
- Last day of lectures date
- Dates for repeat exams
- Results approval and external authentication dates
- Date for graduation

1.3 Issuing of QQI Certificates

Learners who successfully complete Teagasc programmes will receive a QQI certificate. QQI Certificates are issued on six defined dates each year. Teagasc has no influence on these dates. You should also be aware that provision must be made for repeat exams and that all results must go through internal and external quality assurance checks prior to submission to QQI. As a consequence, there will be a time delay between the end of course work and the issuing of certificates by QQI.

You need to be aware of the QQI certification timeframes particularly if availing of DAFM or Revenue schemes/reliefs as a trained farmer.

Additional information on certification dates will be provided as part of course induction.

Reissuing of Misplaced Certificates

Teagasc is unable to reissue lost or misplaced certificates. However, QQI can provide replacement certificates and a transcript of results for awards achieved after January 2016. For more information, please visit the following link.

<https://www.qqi.ie/what-we-do/qqi-awards/replacement-certificates-learner>

For awards achieved before January 2016, Teagasc can issue a letter confirming the award and listing the modules successfully completed by the learner.

1.4 Mentoring System

At the beginning of each year, full-time learners (Level 5 and Level 6) are assigned a member of staff as a personal mentor by the Course Co-ordinator. For part-time and distance education courses a mentor may be assigned where a need arises. The mentor is responsible for supporting a learner's academic performance and welfare during their time spent at the college/centre. It is important to maintain contact with this mentor throughout the year.

The mentor meetings will include a review of some or all of the following items: academic progress, attendance record, practical learning period, projects and assignments.

In addition to scheduled mentor meetings, it is possible to meet a learner mentor informally to discuss any issues of concern. It is recommended that you inform your mentor of relevant issues that might have implications for your welfare, and/or academic work, particularly with respect to attendance and completion of projects/assignments.

1.5 Additional Learning Support

Teagasc is an equal opportunities organisation and actively encourages applications from all sections of the community. Teagasc is committed to providing reasonable accommodations to support student learning. Learner support is available, your course co-ordinator or Access Officer can provide details. Additional information is also available at Section 5 of this Learner Handbook and on the Teagasc website <https://www.teagasc.ie/education/quality-assurance-and-policies/07-supports-for-learners/>

1.6 Learner Representation

A Learner Representative Committee is set up at each Teagasc training location. The committee works in partnership with the college/centre management and staff for the benefit of all involved in the programme. The committee helps to build relationships and provide a forum for discussion with the aim of enhancing the learner experience for all. Learners from all courses at a college/centre are represented on the Learner Representative Committee. A schedule of formal meetings is managed by the college principal or course director where topics including teaching, assessments, learner support, work practice, policies and facilities can be discussed. The Learner Representative Committee will meet at least twice over the duration of a Teagasc programme.

2.0 Code of Conduct for Learners

The Code of Conduct for Teagasc Learners is a set of principles and expectations that learners agree to abide by. It promotes a positive learning environment and sets out standards of conduct expected from learners. Failure to comply with these responsibilities may result in disciplinary action by the college/centre. This code applies to all learners, whether full-time or part-time and at all times whether or not during normal teaching times.

2.1 Purpose of the Code of Conduct for Learners

- Set out a code of conduct to which learners are expected to adhere to in return for being admitted to the college/centre and provided with educational and other services and facilities.
- Set out the procedure which should be followed where the code of conduct is breached. A breach of the code of conduct may lead to disciplinary action being taken against a learner and repeated breaches or a single serious breach may result in a learner being suspended or expelled from a course.

2.2 General Principles

Staff and learners are expected to behave responsibly at all times, to observe and abide by the Code of Conduct for Learners and not to engage in any activity which might bring the college/centre into disrepute.

Learners are required to attend regularly and punctually all timetabled activities including classes, practicals, work practice, assessment, field trips and to conform to the directions of staff.

Should any learner, during any timetabled activity, be responsible for a breach of the Code of Conduct, or fail to obey instruction from a staff member, the staff member may require the learner to withdraw

from the particular timetabled activity and bring the matter to the notice of the Course Co-ordinator for appropriate action to be taken.

Covert Recordings of Learning Activities

Teagasc has a [Recording of Learning Activities Policy](#). This policy states that learners may not record any class or other teaching activity. Covert audio and/or visual recording of teaching activities is strictly prohibited. Unauthorised recordings constitutes a breach by the learner of privacy and data protection law and will be treated as a serious breach of the Code of Conduct for Learners.

Personation

Arranging with or conspiring with another person to personate or represent you in connection with course attendance, assessment, academic attainment, awards or otherwise will be treated as serious misconduct.

Only learners who are registered on Teagasc Programmes or persons approved to supply learner support may be admitted to classes and assessments at the college or centre.

Damage to Property

Learners are required to make good, to the satisfaction of the college/centre, any damage or loss which they intentionally cause to any property of the college/centre or for any such loss or damage which arises as a result of their being reckless or negligent. Learners are similarly required to make good any damage or loss which they cause to the personal property of any other learner or member of staff.

Use of Mobile Phones

Learners may be required to use a mobile phone to:

- Register their attendance at some colleges/centres.
- Receive emails
- View exam results
- Complete surveys

Learners may also be required to use a mobile phone during classes or practicals.

Learners are not allowed to use mobile phones or other owned devices for exams.

Where a staff member request that phones are not to be used during class or practicals, learners are required to put their phone on silent. Failure to follow such a request or other inappropriate use of a mobile phone is a breach of the Code of Conduct for Learners which may lead to disciplinary sanctions.

2.3 Time and Attendance

Learners must attend classes/practicals and other scheduled events regularly and punctually. This is a requirement for all learners on Teagasc courses. Attendance records are an essential management resource to support:

- Duty of care to minors
- Health and Safety management
- Learner mentoring (attendance patterns)
- Student Maintenance Grant payments

Notification of Absence/Illness

Learners absent for course work for more than 2 days due to illness, are required to present a doctor's certificate to the college/centre office on their return. This is required to facilitate:

- Granting of extensions for the submission of assignments
- Examination deferrals
- Student maintenance grant payments

Poor attendance is likely to impact a learner's ability to successfully complete the course. Where a learner is absent in excess of 10 consecutive days without explanation the college principal/course coordinator will inform the learner of the possible consequences of poor attendance on their course.

Time and Attendance Recording

For college full-time courses, time and attendance will be recorded using SEAtS Attendance Management System. Attendance data is considered necessary for the purposes of monitoring learner's time and attendance and is also required by Teagasc to facilitate duty of care to minors, health and safety management and learner mentoring. Teagasc requires accurate records of learner attendance for the purposes of confirming learners' attendance for maintenance grant payments. Personal data collected through the SEAtS Attendance Management System will not be processed for any other purposes, unless necessary for lawful reasons under data protection legislation or in circumstances where Teagasc is compelled to do so by law.

The information collected through the use of the SEAtS Attendance Management System is your personal data and will be processed in accordance with the Data Protection Act 2018 and Regulation (EU) 2016/679. Teagasc is the data controller in relation to this personal data.

Your personal data is retained as outlined in the Teagasc data retention policy. Teagasc Data Protection information is available on the Teagasc website at the following link, <https://www.teagasc.ie/about/corporate-responsibility/data-protection/> . Data is cleared from the system by August each year or earlier if the learner doesn't progress. Your personal data will not be retained for a longer period of time unless necessary for lawful reasons under data protection legislation or in circumstances where Teagasc is compelled to do so by law.

For further information, please contact the Teagasc Data Protection Officer at Data Protection Officer, Teagasc, Castlemeadows, Thurles, Co Tipperary, E41 AK, or by email to dpo@teagasc.ie

2.4 *Learner Responsibility*

Learners must:

- Conduct themselves, both inside and outside the college/centre, in a manner, which will maintain the good name of the learner, and the college/centre.
- Act at all times with due regard for their own safety and that of others.
- Engage in scheduled programme activities.
- Inform the college/centre office as soon as practicable if for any reason they are unable to attend a class/practical or other scheduled event.
- Respect the property of the college/centre and of its staff, other learners and visitors.
- Support staff and other learners in the maintenance of a clean and tidy environment throughout the college/centre.
- Adhere to regulations regarding bio-security measures for the control of animal diseases.
- Report at once all accidents to the college/centre office.

2.5 *Breaches of the Code of Conduct*

The following sets out a non-exhaustive list of examples of behaviour, which constitutes a breach of the Code of Conduct for Learners and may result in disciplinary procedures under this Code:

- Breach of any of the general principles set out at Section 2.2 above.
- Obstruction of any member of staff or learner in the performance of duties, work or other Teagasc activity.
- Conduct which is disruptive or which may affect teaching, work practice or study
- Failure to follow the reasonable instructions of a member of staff.
- Smoking, including vaping, in non-smoking areas.
- Unduly noisy or any unruly behaviour or the use of foul or abusive language.
- Causing damage to, defacing or misusing any college/centre property or the property of others.
- Failure to observe parking regulations.
- Operating machinery or equipment without permission and supervision.
- Acts or omissions by learners while outside college/centre engaged in field trips, work practice, or club activities, organised by the college/centre or while representing the college/centre which would breach the Code of Conduct if committed in the college/centre.
- Permitting access to residential areas of a college by non-residential learners after specified hours.
- Incitement or encouragement of any other person or persons to do any of the aforementioned things.
- Any other form of misconduct not listed above.

2.6 Serious Misconduct

The above breaches of conduct may, when necessary, be treated by the college/centre as serious misconduct.

Further examples of serious misconduct include the following:

- Assault, threat of violence or physical abuse of a learner or staff member of the college/centre.
- Endangering the health or safety of self or others.
- Behaviour which is racially or sexually offensive or which is offensive to those with learning and/or physical disabilities or impediments.
- Breaching assessment regulations including plagiarism.
- Dangerous or careless driving.
- Use, possession or supply of alcoholic drinks or illegal substances within the college/centre or on any activity associated with the college/centre.
- Furnishing during a course of study any false or misleading information calculated to deceive or mislead the college/centre or work practice host.
- Dissemination of pornographic material.
- Deliberate breach of college/centre guidelines relating to bio security.
- Theft or any criminal activity.
- Reckless or negligent behaviour that results in damage to property or loss to the college/centre or to any learner or staff member.
- Covert or unauthorised recording(s) of any aspect of a course including attendance on a practical learning period with a host.
- Unauthorised posting of material on social media in breach of the Recording of Learning Activities Policy.
- Unwarranted interference or tampering with college/centre safety equipment, firefighting equipment, security systems or alarm systems.
- Unauthorised interference with software, IT equipment or data belonging to or used by the college/centre.
- Setting of fires.
- Use of or possession of any offensive weapon while engaged in any course activity
- An illegal act which may have an adverse effect on the work of the college/centre or on other learners.
- Any other form of serious misconduct not listed above.

2.7 Disciplinary Procedures

Any act or omission, which adversely affects the rights of any staff/learner, or which disrupts the orderly and responsible conduct of any college/centre activity, or which violates the Code of Conduct for Learners, shall constitute a breach of discipline. Disciplinary action may result in a verbal warning, a written warning and suspension from course work for a fixed period or expulsion from the course.

The examples of breaches of the Code of Conduct for Learners, outlined above, are non-exhaustive and demonstrative and in no way prevents the appropriate member of staff from considering and adjudicating upon the conduct or action of any learner which is thought to constitute a breach of the Code of Conduct for Learners.

Informal Disciplinary Procedure

Cases of minor breaches of discipline may be treated informally by staff or others acting on behalf of the college/centre. However, if it is not appropriate to deal with the matter informally or if an informal approach fails to resolve the issue, the procedures set out below will be followed.

Formal Disciplinary Procedure

There are four stages to the formal disciplinary procedure and it is usual to progress sequentially through the stages. However, depending on the seriousness of the allegation the early stages of the formal disciplinary procedure may be omitted and the disciplinary process accelerated.

Stage 1: Official Verbal Warning

Where the breach of discipline is considered to warrant formal treatment, the learner may be given an official verbal warning. The official verbal warning will lapse after a period of 6 months.

An official verbal warning will be recorded on a **Learner Incident Report Form** (Appendix 1).

Stage 2: Formal Written Warning

Where the conduct complained of is of a more serious nature or where a further breach of discipline has occurred after an official verbal warning, the learner may be given a formal written warning signed by the College Principal/Regional Manager. The formal written warning will lapse after a period of 9 months.

Stage 3: Suspension from Course

Where the conduct complained of is of a serious nature or where a further breach of discipline has occurred after a formal verbal or written warning, a learner may be suspended for a fixed period.

Stage 4: Exclusion from Course

Where the conduct complained of is of a particularly serious nature or where a further breach of discipline has occurred after a period of suspension from a course, a learner may be excluded from attending a college/centre.

Wilful damage to Property

Where a learner has caused wilful damage to property the learner will be required to pay the cost associated with making good such damages.

Criminal Offences

Where any member of staff has reason to believe that a learner may have committed a criminal offence, the college/centre may refer the matter to An Garda Síochána.

2.8 Implementation of Formal Disciplinary Procedures

Before imposing any disciplinary sanctions, an appropriate investigation of the relevant facts will be conducted. The purpose of an investigation is to establish the facts in relation to any allegations made against (or suspicions existing in relation to) the learner before considering whether or not to impose disciplinary sanctions. The extent of investigation will depend on the nature of the allegation(s) or suspicions and will vary from case to case.

At every stage in the formal disciplinary procedure, the learner will be furnished with details of the allegation(s)/complaint(s) made against them and will be given the opportunity to respond fully to such allegation(s)/complaint(s).

Disciplinary Meeting

Cases of serious misconduct, which could lead to a suspension or exclusion from course work, will involve a disciplinary meeting. The College/Centre management decides, who on behalf of the college/centre, will conduct disciplinary meetings.

In such cases, the college/centre will write to the learner setting out:

- The allegation(s)/complaint(s) in relation to them
- The basis for the allegation(s)/complaint(s)

A learner may be suspended pending an investigation or disciplinary process where the college/centre has reason to believe that the learner has committed an act of serious misconduct or has ignored a previous written warning. Suspension pending a disciplinary interview or other disciplinary process is a holding suspension and is not an indication that a decision has been made that misconduct has occurred.

The learner will be given written notice of the date, time and place of the disciplinary meeting. The meeting will be held as soon as reasonably practicable; having regard to the learner's entitlement to assess the allegation(s)/complaint(s) made against them and prepare their case. The meeting will take place at a time and place at which it is reasonably practicable for the learner to attend and the learner must take all reasonable steps to attend the meeting. A learner may be accompanied by a friend, learner representative, or relative at the meeting.

As soon as practicable, after the meeting, the college/centre management will notify the learner in writing of their decision, together with details of:

- Any disciplinary sanction imposed on the learner

- The reason for the sanction
- The behaviour which requires improvement
- The consequences for repeated breaches of discipline.
- The learner's right of appeal.

Right of Appeal

A learner has the right of appeal against formal disciplinary sanction. This right of appeal must be exercised in writing to the Teagasc Head of Education setting out the grounds of appeal. The appeal must be made within 5 working days of the date of receipt of notification of the sanction. Appeals will be considered by an Appeal Panel. The Appeal Panel will not include any person that has had any previous involvement in the issue under consideration. Having considered the appeal, the Appeal Panel may confirm the original sanction, revoke the original sanction or impose an alternative sanction.

3.0 Child Safeguarding and Infant Care

3.1 Teagasc Child Safeguarding Statement

Teagasc is committed to the safeguarding of all children (persons under 18 years of age) participating in Teagasc education and training programmes. [Teagasc's Child Safeguarding Statement](#) is prepared in accordance with the Children First Act 2015 and the Children First: National Guidance together with other legal provisions. It sets out the principles and procedures to be observed to ensure, as far as possible, that a child availing of Teagasc's services is safe from harm. Some of the aims of the Teagasc Child Safeguarding Statement include (but are not limited to) the following:

- To create a safe environment for children in their interactions with Teagasc and minimise the possibility of harm, either deliberate or accidental.
- To encourage safe practices for those who work with children.
- To set out appropriate responses and procedures to adverse events or disclosures.

Teagasc has assigned staff to act as a Designated Liaison Person (DLP) and a Deputy Designated Liaison Person (Deputy DLP) in keeping with best practice in child safeguarding. The DLP and Deputy DLP are the contact persons for any children protection concerns within Teagasc.

The Designated Liaison Person (DLP) is:

Mary O'Shaughnessy	mary.oshaughnessy@teagasc.ie	+353 46 9026702
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The Deputy Designated Liaison Person (Deputy DLP) is:

Karen O'Connell	karen.oconnell@teagasc.ie	+353 23 8832518
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Each college also has designated liaison staff. For Ballyhaise College the designated contact persons are:

John Kelly	John.kelly@teagasc.ie	087 7607973
Marianne Lyons	Marianne.lyons@teagasc.ie	087 3636395

Andrew Wedlock	Andrew.wedlock@teagasc.ie	087 3966559
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3.2 Infant Care

To support learners in balancing their educational and parental responsibilities while attending Teagasc Training Programmes:

- Learners should discuss their infant's needs with the Course Coordinator in advance of course commencement.
- Babies/infants and children are not permitted in face-to-face timetabled activities, including lectures, practical sessions and assessments.
- Breastfeeding and infant care facilities will be made available at colleges/centres (subject to prior discussion and availability).
- A dedicated carer must be present to supervise the baby/infant while the learner attends timetabled activities.

4.0 Learner Equality and Welfare Guidelines

4.1 Learner Equality

Teagasc is committed to providing equal access to all learners. If any learner feels that they have not been treated equitably they have the right to raise concerns with a **designated local person** or lodge a complaint without fear of victimisation through the recognised complaint procedures under the Teagasc Customer Charter. See Section 5.1 below.

4.2 Dignity and Respect

Teagasc is committed to the promotion of an environment for work and study which upholds the dignity and respect of the individual and which supports every individual's right to study and/or work in an environment, which is free of any form of harassment, intimidation or bullying. The [Teagasc Dignity and Respect Policy for Teagasc Learners](#) applies to the behaviour of learners and staff of the college/centre and others on business or engaged in activities relating to the college/centre or providing services to the college/centre.

Dignity and respect issues or concerns can be raised with the Contact Person – John Kelly or to someone of trust on the staff.

4.3 Bullying/Intimidation and/or Sexual Harassment

All learners and staff are entitled to be treated with respect and their learning/work environment must be such that learners and staff are free to perform their studies/duties in a climate free from intimidation/bullying from fellow learners, staff members, or others. Intimidation/bullying is repeated aggression, verbal, psychological or physical abuse, conducted by an individual or a group against others.

The college/centre environment is such that all learners and staff are free to perform their studies/duties without sexual harassment from fellow learners, staff members, or others. Sexual harassment includes any single serious incident which the recipient finds offensive or repeated and/or unwanted verbal or physical advances which are offensive or objectionable to the recipient or which cause discomfort or humiliation or which interfere with the recipient's study/job performance.

The prevention of bullying, intimidation and sexual harassment is an integral part of the college/centre ethos, which is covered the [Teagasc Dignity and Respect Policy for Teagasc Learners](#)

The policy seeks to:

- Promote an ethos which encourages learners and staff to disclose and discuss incidents of bullying behaviour and sexual harassment.
- Raise awareness of bullying as a form of unacceptable conduct.
- Implement procedures for noting and reporting incidents of bullying behaviour and sexual harassment.
- Provide information and organise active consent workshops.
- Implement procedures for investigating and dealing with incidents of bullying behaviour and sexual harassment.
- Offer a programme of support for those affected by or involved in bullying behaviour or sexual harassment.
- Monitor the effectiveness of the college/centre measures on anti-bullying behaviour.

Incidents of bullying/intimidation and sexual harassment should be reported to John Kelly, College Principal, Marianne Lyons, Assistant Principal or to someone of trust on the staff.

4.4 Learner Welfare

The welfare of learners is important to Teagasc.

Teagasc requires you to cooperate fully with safety requirements and comply with all safety precautions while attending your course. Specific safety requirements are in place for residential students.

Resilience and Mental Health

If something is bothering you, no matter how big or small, you should raise it, sooner rather than later with a friend, family member or a college/centre staff member. You can also contact the Student Assistance Programme (SAP). Details below.

Additional information on mental health issues will be posted on college/centre social media platforms or notice boards from time to time.

Alcohol, Illegal Substance and Smoking

The use or possession of alcoholic drinks or illegal substances within the college/centre or its grounds is prohibited. Disciplinary action will be taken against Learners who breach this regulation. If you have

anxieties about someone using illegal substances or have personal concerns, talk to a staff member in confidence. It is important to know that substance use is prohibited and illegal.

Smoking is prohibited throughout college/centre buildings. Designated smoking areas are provided. It is essential that there is no smoking anywhere in the vicinity of kitchen areas. This is to comply with food hygiene regulations.

Student Assistance Programme (SAP)

The Student Assistance Programme (SAP) is a free confidential counselling, support and information service. All learners on full time, part time and distance education programmes are eligible to access the SAP service.

The Student Assistance Programme (SAP) provides you and your family with emotional and practical support for concerns big or small. The SAP is available 24/7, 365 days a year covering areas such as:

- Health and Lifestyle
- Emotional and Mental Wellbeing support
- Career Support
- Life Coaching
- Legal Assistance
- Financial Assistance
- Consumer Advice
- Non-Irish National Support

The service is totally confidential and can help you or your family with problems you may experience in your own life.

Please note that the Student Assistance Programme is provided by an external service company. The contract provider may change over the duration of your studies. Should this happen, up-to-date information and contact details will be made available to all learners.

Details of the current provider will be made available as part of your course induction.

5.0 Learner Support

Teagasc provides a range of supports for learners throughout their studies. Whether you need additional assistance due to a disability or you require academic support Teagasc will endeavour to provide the supports that you need.

Each college/centre has an Access Officer who will support learners. Where appropriate and feasible, Teagasc will provide reasonable accommodation to support learning.

Learner support is confidential.

For learners unable to complete a mainstream training programme, Teagasc provides an alternative training programme The Teagasc Applied Programme (TAP). While this is not an accredited QQI programme, learners who successfully complete the programme can benefit from DAFM and Revenue schemes and reliefs available to young trained farmers.

More information is available on the Teagasc website at <https://www.teagasc.ie/education/quality-assurance-and-policies/07-supports-for-learners/>

5.1 Teagasc Customer Charter

The Teagasc Customer Charter outlines the level of service that Teagasc aims to provide to our customers. The Customer Charter is available [here](#) and it also is accessible at learner information points in colleges/centres.

The steps in addressing education customer complaints (excluding assessment appeal procedures) are:

1. The learner raises their complaint with a local staff member. Every effort will be made by parties to mutually resolve the issue at this stage.
2. If not satisfied with the response you receive, you can make a written request for a review of your complaint to the College Principal/Regional Manager. Again, every effort will be made by parties to mutually resolve the issue at this stage.
3. If, having gone through the review process, you are not satisfied, you can contact the Teagasc Quality Customer Service Officer on **059 9170200** or email gcs@teagasc.ie to request a review by an independent Teagasc staff member.
4. If you are not satisfied that the Teagasc Customer Complaints process has adequately resolved your complaint, you can contact the Ombudsman, or the Ombudsman for Children if you are under 18.

6.0 Health and Safety

6.1 Introduction

Health, safety and welfare at work effects everyone. Brief lapses of care and attention can cause injuries, damage health and damage property which takes their toll both in human and monetary terms.

Under the Safety, Health and Welfare at Work Act 2005 Act, Teagasc has a duty to provide learners with a safe environment, safe equipment, adequate safety information, instruction, training and supervision and adequate welfare arrangements.

The Learner should bear in mind they have a duty under the Safety, Health and Welfare at Work Act 2005 to assist Teagasc in maintaining a safe place for training and a specific legal duty not to interfere with anything which may compromise safety management at the college/centre.

A Safety Management System operates at the Teagasc colleges/centres. Relevant elements of the Safety Management System will be communicated to learners as part of your course induction and at on-going training activities.

Additional health and safety information is available on request from the Course Co-ordinator. Your course may contain instruction and practice elements pertaining to machinery, field trips, animals, laboratories, computing and information technology. Tutors will provide you with information, instruction and training which will allow for a safe system of work within these areas. Colleges will require you to wear high visibility clothing in designated areas of the college.

Any act which may compromise safety management will be treated as a serious offence by Teagasc and may be subject to disciplinary action.

Learners are required to provide their own personal protective equipment in the form of;

- Safety Boots
- Work Gloves
- Overalls

6.2 Fire Safety and Emergency Procedures

Buildings are sign-posted indicating the direction to the nearest exit point. Exits are individually sign-posted.

1. Please note the following if the fire alarm sounds:
2. Walk (don't run) to the nearest exit point.
3. Do not delay to pick up personal belongings.
4. Close doors (where appropriate).
5. On arriving at the designated fire assembly point(s) please comply with the requests of staff.
6. Do not re-enter the building until authorisation has been given.

Any Person discovering a fire shall:

1. Activate the nearest Fire Alarm Break Glass Unit Immediately.
2. Extinguish the fire if it is safe to do so (No more than 1 extinguisher to be operated – if fire has not been extinguished evacuate immediately).
3. Provide details to fire wardens / security staff of exact location and extent of the fire.

Alarm

A continuous ringing of the alarm is the signal to evacuate the building. All learners must evacuate without delay. No person may enter the building to rescue belongings or equipment if the alarm has been given. Go to the designated assembly point and record your name on the roll call. Once the alarm is ringing, the relevant Fire Marshal will ascertain the need to alert the fire brigade.

Assembly Points

The Fire Assembly Point is in the Carpark at the designated sign. Example of signs below

Evacuation Routes

Buildings can be exited by a number of routes throughout the building and these routes are clearly marked throughout the building

Emergency Exits

NEVER block or leave anything (bags or equipment) to obstruct emergency exits or normal entry/exits to any building.

Emergency Lighting

This comes on automatically in the case of a power failure.

Break Glass Units

Break glass Fire Call Point units are strategically located near exit routes. Breaking the glass sounds the alarm and alerts all occupants. The 'glass' will break readily using elbow, fist or any small implement.

Fire Drills

Fire drills will be held a number of times throughout the year and these should be treated as a fire incident.

Firefighting Equipment

Different colours of labels are used to identify the different types of fire extinguisher.

Colour of Label	Type	Notes
RED Label	Water	Do not use of electrical fire Do not use on flammable liquids Suitable for wood, paper and textiles
BLUE Label	Dry Powder	Suitable for electrical fires, flammable liquids, wood, paper and textiles
BUFF / CREAM Label	Foam	Do not use on electrical fires. Suitable for use on flammable liquids wood, paper and textiles
BLACK Label	Carbon Dioxide	Suitable for electrical fires, flammable liquids, wood, paper and textiles.

Room Notices

There are fire drill / emergency evacuation procedures in every room. Please become familiar with the information on this notice. It describes the location of emergency exits, fire-extinguishers and stairways to be used in the event of fire.

6.3 First Aid

All accidents and injuries, while attending timetabled activities, must be reported to a member of staff so that injuries can be assessed, medical attention arranged and to ensure that accidents are prevented in the future.

The trained first aiders are:

- John Kelly
- Teri Acheson
- Niall Conaty
- Alastair Pollock
- Ann Mullen
- Michael Fitzgerald
- Pat Smith

Emergency Numbers

Local emergency numbers are given at the back of this book.

6.4 Medical Services

Learners requiring a doctor or pharmacist, while attending timetabled activities, should contact a member of staff.

Local doctors are: Farnham Medical Practice, Connolly Street, Cavan – 049 4371600

After hours service is provided by DOC, Tel. 1850 777 91

Costs for these services are the responsibility of the learner.

Learners with a medical condition should inform the Course Co-ordinator. Such information will be treated in confidence. Please be advised that courses may include handling farm livestock, soil, animal feeds, fertilisers, machinery, farm equipment, plant material, chemicals, remedies and other materials. If you have concerns that such activities may compromise your health, it is recommended that you consult with your medical practitioner for advice.

6.5 Use of Vehicles

Many learners use private vehicles to commute to and from their college/centre. Drivers should be aware of specific risks associated with travelling to or from a college/centre such as:

- Inexperienced drivers
- People visiting the college/centre unfamiliar with the campus
- Walkers and members of public visiting the campus
- The movement of livestock on farms
- The operation of slow-moving farm machinery

The college/centre is committed to an environment which ensures the health and safety of all staff, learners and visitors. To achieve this objective, certain rules apply to the use of private vehicles at the college/centre. We require the full co-operation of our employees, learners, contractors and visitors with these rules.

Incidents of dangerous driving are treated as serious misconduct and will be dealt with under the Formal Disciplinary Procedure outlined above.

You need to be aware of your additional responsibilities as a driver if carrying passengers in your vehicle

Please note that Teagasc accepts no liability in the event of accidents or damage to personal vehicles used by learners while attending their course.

Please take a few minutes to become familiar with these rules and observe them at all times for your health and safety.

- There is a general speed limit of 20 Kph throughout all college/centre grounds.
- Learners keeping vehicles at the college/centre are required to park in designated car parks.
- Do not leave valuables or personal documents in your car.
- Unauthorised vehicles are not allowed to enter restricted areas e.g. the college farmyard, or the farmyards of farms being visited.
- Only vehicles displaying authentic permits can park in designated disabled parking areas.

The college/centre reserves the right to prohibit the keeping of a vehicle at the college/centre where individuals fail to co-operate with these regulations.

6.6 Transport for visits/field trips

College/centre staff will arrange for the provision of adequate transport for excursions/field trips in connection with the course. For reasons of personal safety and bio-security, learners are not allowed use personal vehicles for such trips unless specifically approved and in such instances learner cars must be parked in the designated parking areas. Teagasc accepts no liability in the event of accidents, personal injury or damage to personal vehicles used by learners in connection with their studies for reasons of personal convenience.

6.7 Bio-security

Bio-security refers to measures taken to prevent the introduction of infections which can affect livestock or humans. For learner safety, and bio-security on your home premises, the college and visited locations, the following precautions should be taken:

- Provide clean Wellingtons/work boots for activities associated with your course.
- Disinfect footwear as required.
- Wear and/or use personal protective equipment while on visits.
- Follow instructions and visiting protocols.
- Follow any bio security regulations in place at the college. In the event of a notifiable animal or plant disease occurring at the college, in the college area, on your home premises, you may be requested to comply with more detailed bio security procedures.

6.8 Use of Computers/Printers

The college/centre provides access to computers and printers to support your learning. All learners registered on Teagasc courses will be allocated an individual password for computer access. For effective use of computers and printers the following guidelines must be adhered to by learners:

- Users must log on to the computer network system using their own username and password.
- Passwords are confidential and must not be made known to others.
- Learners must not interfere with the IT systems, or computer settings.
- Accessing another learner's computer account is strictly forbidden.
- Learners should log out when finished using a computer.
- The computer rooms are to be kept tidy at all times.
- Food or drinks are not allowed in computer rooms.
- Wilful damage to facilities in the computer room will be treated as serious misconduct.
- Learners carrying out coursework or projects will have preferential access to computers.
- If a computer user encounters a problem with a password or computer, this should be reported to a member of staff.

Misuse of the Internet, mobile phones and e-mail

Accessing, downloading or sending indecent, obscene, pornographic, sexist, defamatory, racist or other inappropriate material and the circulation of these materials are a potential criminal offence, and will be reported to the appropriate authority.

Passing information through email and the internet greatly increases the risk of computer viruses, and users should be aware of this when they receive suspicious emails especially.

Internet use will be monitored on a regular basis by college/centre staff. Learners who do not comply with the regulations will be subject to disciplinary procedures.

Printing

Learners on full time, part time and distance education courses will have access to printing facilities

Learners on full time, part time and distance education courses will have a print top-up payment system available to print projects and assignments.

Learners on other courses will have to purchase credit for printing.

7.0 Teaching and Learning

Teaching and learning are core activities of Teagasc Education. Teagasc is dedicated to providing the highest quality education and training that meets your needs as a learner. Teagasc is committed to providing you with a learner-centred environment and you will be supported by qualified and committed staff. Belief and confidence in your potential is central to Teagasc education philosophy. Teagasc will treat all learners with dignity and respect and respond to their needs and concerns.

7.1 Teaching Methodologies

Teagasc will use a range of delivery methodologies depending on the subject matter to reinforce and relate theory with application. More information is available in the Teagasc Quality Assurance Manual. <https://www.teagasc.ie/education/quality-assurance-and-policies/>

Teaching methodologies may include:

- Classroom based instruction
- Practical skills demonstration
- Work practice training with a host or on a home enterprise
- Group discussion
- One to one instruction
- Blended learning and Self-directed learning
- Technology enhanced learning
- Conference calls
- Use of Virtual Learning Environments (VLE)
- Project and assignment work
- Field trips and visits to research centres
- Guest lectures

7.2 Skills Training and Assessment

Practical skills demonstration and hands-on practice are an integral part of the Teagasc learning experience. Teagasc provides a learning environment and resources that support your learning enabling you to achieve the key skills and competencies necessary for your award. Facilities and equipment include:

- Classrooms, workshops and computer rooms
- Access to farms, forests, horticultural and equine units.
- Skills demonstration facilities including livestock handling facilities and enterprise specific equipment including stables, glasshouses, gardens and farm buildings
- Horticultural and farm machinery/equipment
- Work practice arrangements

Please note that learners who have not attended certain practical skills training involving livestock/machinery/equipment may be prohibited from undertaking practical skills assessment for health and safety reasons.

7.3 Blended Learning

Teagasc training may involve a blended learning approach using a combination of face-to-face teaching with the use of technologies. Teagasc employs Moodle as a learning platform. This allows tutors and learners to communicate electronically. Moodle provides electronic copies of workbooks and other learning support materials including presentations, video and quizzes. Supervised online assessments may also be conducted on Moodle. Teagasc may also use conference calls/webinars for the provision of remote classes and lectures. To engage with the programme and to facilitate learning, you should have access to:

- The internet – if possible, a 256 Kbit/sec or faster will ensure that you can view videos and online presentations.
- An active personal email account with adequate storage.
- An effective desktop/laptop/notepad with up-to-date software and security controls.
- Username and Passwords
- During your course, keep your username and passwords confidential for any application you use for your course.

Further details of the use of blended learning for your course are available [here](#).

Learner Guidelines for Online Behaviour or Netiquette are available in Appendix 2.

7.3.1 Recording of Learner Activities and Presentations for Course Delivery and Assessment

Teagasc use various means to deliver and assess course work including the use of video/voice recording.

Where it is necessary to use video/voice recordings for course delivery or assessment purposes, the learner's image and/or sound of the learner's voice will not be edited, copied, exhibited, published or distributed either within Teagasc or with an external third party except for course delivery and assessment purposes.

The learner completes a consent form as part of their online application process. Consent can be withdrawn by emailing the Data Protection Officer at dpo@teagasc.ie.

7.4 Practical Learning Period

Your programmes will include a Practical Learning Period (PLP). PLP may be undertaken with a registered host, on a Teagasc enterprise or on a home-based enterprise, depending on the programme you have enrolled in. Some programmes also facilitate foreign work practice. PLP whether undertaken in Ireland or overseas will be supported by a Placement Officer or Education Officer.

Learners undertaking a Practical Learning Period (PLP) as part of a Teagasc programme are required to comply with procedures relating to:

- Health and Safety
- Animal Welfare and bio-security
- Use of vehicles and equipment
- Use of Mobile Phones

- Reporting of incidents and accidents
- Attendance, punctuality and reliability
- Communication with peers and hosts

Learners are required to attend practical demonstration and assessments throughout the year, prior to going on practical learning period.

7.5 Field Trips

Your training will be supported by visits to benchmark units including high performing growers and breeders. You may also visit food processors, veterinary labs, government departments and other service providers to your industry.

Your programme will be supported by the Teagasc advisory service and may involve attendance at conferences, open days and visits to Teagasc research farms and research centres.

7.6 Learner Responsibilities

While Teagasc is committed to supporting you, the successful completion of your programme also requires you to commit to your course and take responsibility for your own learning. To this end Teagasc expects you to:

- Attend punctually and participate actively in all learning situations
- Comply and submit all assessments and project work on time
- Engage with online training on Moodle or other learning platforms
- Comply with assessment regulations
- Complete PLP as scheduled
- Act on constructive feedback
- Support and respect the rights of fellow learners and staff
- Abide by all rules, regulations and Teagasc policies

Full attendance and participating in course work greatly increases your potential to successfully complete the course. Attendance is monitored during training sessions throughout your programme. Poor attenders will be contacted and advised about the possible consequence of poor engagement.

Exam and assessment results are posted to Quercus (learner management system). Quercus will inform you of your results and it allows tutors to monitor your performance. Teaching staff will provide feedback to you on exam/assessments. Concerns will be raised directly with you by your tutor and may be followed up by your course co-ordinator, Access Officer, assigned mentor or by management if required.

Please note that all assessment results are provisional and are subject to change as part of internal verification and external authentication processes.

8.0 Teagasc Student Maintenance Grant Scheme

The Teagasc Student Maintenance Grant Scheme is a means tested maintenance grants for students attending full time Level 5 and Level 6 courses. Teagasc maintenance grants are paid through Teagasc and the grant scheme is managed by Teagasc. The scheme is implemented along the lines of the national Student Grant Scheme with some variations on how reckonable income is calculated. The Student Maintenance Grant is a contribution towards the living costs of students. Qualifying students are paid for course days attended with no payment for non-attendance unless specifically authorised by the college, see section 2.3.

All scheme information including application form and guidance notes are available [here](#).

9.0 Teagasc Education and Training Promotion

Teagasc use various means to promote education and training. The list below, not exhaustive, includes:

- Educational videos
- Event promotional material
- Conference presentations
- Testimonial videos
- Teagasc Course Prospectus

Learners are asked to complete a consent form as part of the online application process. This consent permits learners to participate in such promotional materials and allows for the use of the learner's image, and sound of the learners voice as recorded on audio or video devices, without payment or any other consideration, for Teagasc educational, training or promotional purposes. The image and/or voice recording may be edited, copied, exhibited, published or distributed and this personal data may be used in diverse educational/promotional settings and mediums within an unrestricted geographic area.

Teagasc will also ask your permission to be contacted regarding feedback, comments and graduate surveys following the completion of your course.

The learner has the right to opt out of participation in these events.

10.0 Data Protection Statement

Teagasc (or private college) will comply with all its obligations under the Data Protection Act 2018 and Regulation (EU) 2016/679. Teagasc is the data controller in relation to any personal data which you provide to us.

Teagasc will process your personal data for purposes which are necessary to comply with the Learner Handbook. We may, on occasion, share your personal data with third parties such as hosts involved in practical learning period training, education contractors employed by Teagasc, Central Statistics Office, QQI and college/centre service providers (e.g. catering companies, security companies).

Teagasc applies different retention periods for different categories of your personal data. The personal data supplied by you will be retained according to Teagasc Data Retention policies. Your personal data will only be processed for purposes other than compliance with the Learner Handbook where such processing is necessary for lawful reasons under data protection legislation or in circumstances where Teagasc is compelled to do so by law. Teagasc may share personal data requested by the Department of Social Protection. Under current regulations, third level institutions are obliged to supply the Department with details of learners registered for full-time daytime education.

Teagasc has taken the appropriate technical and organisational security measures to protect your personal data from loss, abuse and unauthorised access. For more information on how Teagasc may process your personal data, please contact the Teagasc Data Protection Officer at: dpo@teagasc.ie

11.0 Assessment Regulations for Teagasc - Programmes Leading to QQI Awards

It is your duty to familiarise yourself with the regulations relating to written examinations, assignments and practical assessments and the consequence of infringing these regulations. More information on assessment of learners is available on the Teagasc website at <https://www.teagasc.ie/education/quality-assurance-and-policies/06-assessment-of-learners/>

11.1 Assessment and Practice

Teagasc adhere to QQI guidelines in regard to fairness and consistent assessment practice. Assessment policy and practice within Teagasc Courses was developed with reference to international theory and best practice. Please note learners are required to have evidence of identity with them and may be required to produce such evidence during assessments.

11.2 Written Examinations

- You must sit at your assigned desk during all written examinations unless otherwise directed. An attendance record will be taken according to the seating plan, therefore if you are not sitting at your assigned desk there is a risk that you may be marked absent and your paper may be at risk of not being accepted. You must remain in your assigned desk while completing the examination.
- Any writing on your assigned desk must be brought to the attention of the superintendent before the exam commences otherwise you may be held accountable and disciplined accordingly.
- You must carefully note the date, time and location for all written examinations.

- You are required to be in attendance at the examination room/hall or computer room prior to the commencement of the examination. If you are late you may not be admitted into the examination room/hall.
- You will not be admitted into the examination room/hall once a learner has surrendered their examination script and left the examination room/hall.
- You will not be allowed to leave the examination room/hall and re-enter it during the time of the examination.
- If you leave the examination centre before the end of the examination you must surrender to the superintendent the examination papers, answer books and all other stationery supplied for the assessment.
- It is your responsibility to ensure their name has been entered onto the examination script, answer book and any additional stationery used during the examination.
- You must not bring any books, paper or notes into the examination room/hall or have any of these within reach, under your control or in your possession.
- You must not, use or attempt to use a mobile phone, while in the examination room/hall.
- You must not while in the examination room/hall, aid or attempt to obtain aid from another learner.
- You must not, while in the examination room/hall, communicate with or attempt to communicate with another learner.
- You must not write in the answer book anything that is not directly connected with the subject matter of the questions to be answered.
- At the conclusion of the examination, you should immediately stop writing and remain in your seat until the superintendent has collected the scripts
- At the end of the examination, you should hand all stationery including examination papers and answer books to the superintendent.
- You must obey the directions of the superintendent in all matters relating to the examination.
- You may be expelled from the examination room/hall if your behaviour, in the opinion of the superintendent, is such as to jeopardise the successful conduct of the examination.
- Expulsion from the examination room/hall may result in more serious disciplinary action.
- Each learner will be asked to sign that they have read and understand the Teagasc Assessment Policy and Practice before undertaking written examinations.

11.3 Online Assessments

1. You must carefully note the date, time and location for all online examinations.
2. You must use your designated login and password to logon for examinations.
3. You must not share your password with others.
4. You should be logged in and ready to commence the exam ahead of the scheduled start time.

5. If you are late you may not be admitted into the examination.
6. The exam will not be available until the designated start time.
7. You must not be in possession of any materials, equipment, notes or books during an examination other than those specified in advance by the tutor/ invigilator.
8. You must not contact, communicate, talk to, or copy from any other learner/source during the examination or allow your work to be copied.
9. You must not help or receive help from another learner/source either online or in person
10. You must not submit an assessment/exam on behalf of another learner.
11. You can submit your exam at any point by clicking "Submit". You cannot review your answers once your exam has been submitted
12. You should aim to complete your exam before the finish time—any open exam will be automatically submitted at the finish time.
13. Online Assessments must be supervised in the centre and carried out on College or Centre equipment. Use of mobile phones or owned devices is not permitted.
14. Exam security software is installed to protect the integrity and security of exams. Learners may be required to upload project work and assignments using anti plagiarism software.
15. Additional information on online assessments will be provided as part of course induction.

11.4 Practical Examinations

The regulations applying to the written examination will be adopted as appropriate for the conduct of practical assessments. Where learners have not attended instruction in practical skills, the college/centre reserve the right not to allow the learner to attempt the practical examination due to health and safety considerations. In addition you must:

- Wear personal protective equipment appropriate for the practical examinations in question.
- Use safe procedures and practices at all times.
- Ensure that you do not compromise your safety, the safety of other learners, the assessor, the public, the environment and/or the safety/welfare of animals (if applicable).
- Inform the assessor of any factors which may influence the learners' ability to sit a practical assessment.

11.5 Written Coursework (Assignments/Projects)

You must observe deadlines for submission of written coursework for assessment. If an assignment is submitted late it will be treated as a repeat assessment thereby capping the associated module grade at a pass.

- When submitting coursework, you must sign a declaration that all coursework (assignments, projects, records, collection of work, portfolios etc.) submitted for assessment is your own original work.

- Downloading and submitting material directly from the internet or copying the work of other learners will be regarded as plagiarism.
- Using Artificial Intelligence (AI) to assist you in assessment or project work where you are not permitted to, is a breach of Teagasc plagiarism rules and assessment policies. AI can only be used when a tutor has expressly stated that it can be used. Where a tutor allows the use of AI in an assessment, they will provide you with guidance on how you should use and any contribution of AI must be fully acknowledged. Learners who breach this rule may be sanctioned under Teagasc assessment guidelines.
- Making your course work (projects, assignments, records, collection of work, portfolios etc.) available to other learners is a breach of Assessment Regulations.
- Where group projects/assignments are used, all learners must indicate which part of the work is their own and submit supporting evidence of each individual's contribution to the group projects/assignment

A learner can request an extension to the submission date for assignment or projects where genuine difficulties arise in meeting a scheduled submission deadline. An application can be made by contacting either the course co-ordinator or the relevant tutor/assessor. You must provide verifiable evidence for consideration. More information and an application form for extension to an assessment deadline is available at <https://www.teagasc.ie/education/quality-assurance-and-policies/06-assessment-of-learners/> . Examples where an extension to the submission date may be granted include:

- An accident, illness or a physical injury
- An emotional trauma during a period four to six weeks previously
- A recent bereavement of a family member or friend
- Domestic emergency
- Other extenuating circumstances.

11.6 Repeats Assessments

Learners will have two assessment attempts (an initial assessment and a repeat assessment) during the duration of a Level 5 or Level 6 programme.

- Where a learner has passed a module, they are not required to repeat any assessments.
- Where a learner has failed a module and there are a number of assessment types associated within a module, a learner is not required to repeat elements of a module which they have passed. Only failed assessment types need be repeated.
- Learners can only repeat assessments/ examinations/assignments that they have failed. They cannot repeat assessments they have already passed to achieve a higher grade.
- The highest mark achieved at the initial assessment or a repeat assessment will always stand. This mark will be the record on your Record of Education on Quercus.

- Where any assessment (written exam, skills assessment, assignment or project) is repeated, the module grade will be capped at a “Pass”. Capping a module or a number of modules at a pass grade may have implications for the overall award result.
- Assignments, projects, diaries or other work which is presented for correction after the submission deadline will be treated as a repeat attempt and late submission of work will result in the module being capped at a “Pass” grade.

Repeating Modules in a Subsequent programme

- Learners who do not pass all modules associated with their programme cannot be put forward for a major award with QQI.
- The results for all modules which have been successfully passed will be exported to QQI and the learner will receive component awards for these modules.
- A learner can re-register, pay repeat fees and repeat additional modules on a subsequent programme. Your college/centre will inform you of the repeat fee per module.
- Learners who repeat coursework and successfully complete the modules required for a major award will be put forward for a major award with QQI.

12.0 Penalties for Breaches of Assessment Regulations

It is an offence, under the Assessment Regulations for Teagasc, to procure, or to attempt to procure a breach of the regulations, whether on your own behalf or on behalf of any other person.

A **breach of assessment regulations** shall be deemed to have occurred when there has been an actual or attempted form of:

- Use of artificial intelligence or other assisted technologies where it is not specifically indicated in the assessment brief
- Failure to acknowledge the contribution of AI
- Cheating
- Copying
- Aiding another learner during a written or practical examination
- Plagiarism
- Sharing assignments or project work with other learners
- Falsely claiming to have carried out assignments, work-based learning, projects etc.
- Misrepresentation
- Bribery
- Falsification
- Personating or other such form of deception. Personation will be treated as serious misconduct.

- Breaching the security and integrity of any assessment in any way or by any means.
- Any other behaviour, deception or false claim that manipulates or breaches assessment practice and result outcomes

The **penalties which can be imposed for breach of assessment regulations** may constitute any or all of the following:

- No credit in the assessment or part of the assessment.
- No credit for a module.
- No credit for all of the modules associated with a particular programme.
- Ineligibility for an award.
- Suspension from all course activities, for a fixed period of time.
- A recommendation to the head of college/centre for the formal expulsion from a college /centre.

You will be notified in writing if a suspected breach of assessment regulations is being investigated.

Breaches of Assessment Regulations is regarded as serious misconduct and will be investigated and managed under the Formal Disciplinary Procedure.

12.1 Compensation Procedure

Teagasc operates a compensation procedure which can allow learners who fail to attain the required pass standard in some modules to achieve the overall award within the limits set out in the Compensation procedure document. Details of this procedure will be made available to you during the programme.

12.2 Assessment Appeals

There is a system of academic appeal for learners unhappy with their assessment results. All written assessment scripts, assignments, projects and skills assessment record sheets are retained by your tutors for external authentication.

If you are unhappy about an assessment result you should:

1. Firstly contact your tutor for results feedback. The tutor will recheck the assessment and explain to you how the assessment was marked. If an error is detected, the result of the assessment will be corrected.
2. If you are still unhappy about the result you can seek an Assessment Review with the Course Coordinator. The Course Coordinator will arrange a further recheck of the assessment. If an error is detected, the result of the assessment will be corrected
3. If the issue remains unresolved following the assessment review, a learner can request an appeal by the External Authenticator.

A fee of €50 is charged for an Appeal. This fee is refundable if the appeal is upheld. Appeals can only be considered where a valid reason is given. Valid reasons include:

- Perceived inequity in the marking of scripts or practical assessments
- Perceived errors in the Record of Education and Training

The External Authenticator will arrange an Appeal Board. The Appeal Review Board will not include any person that has had any previous involvement in the decision under consideration. If an error is detected, the result of the assessment will be corrected.

The determination of the External Authenticator is final and no further appeal can be taken by a learner.

12.3 Results

Results of assessments will be available to view on Quercus using your username and password.

However, it is important to note that all results are provisional until confirmed by an appointed External Authenticator.

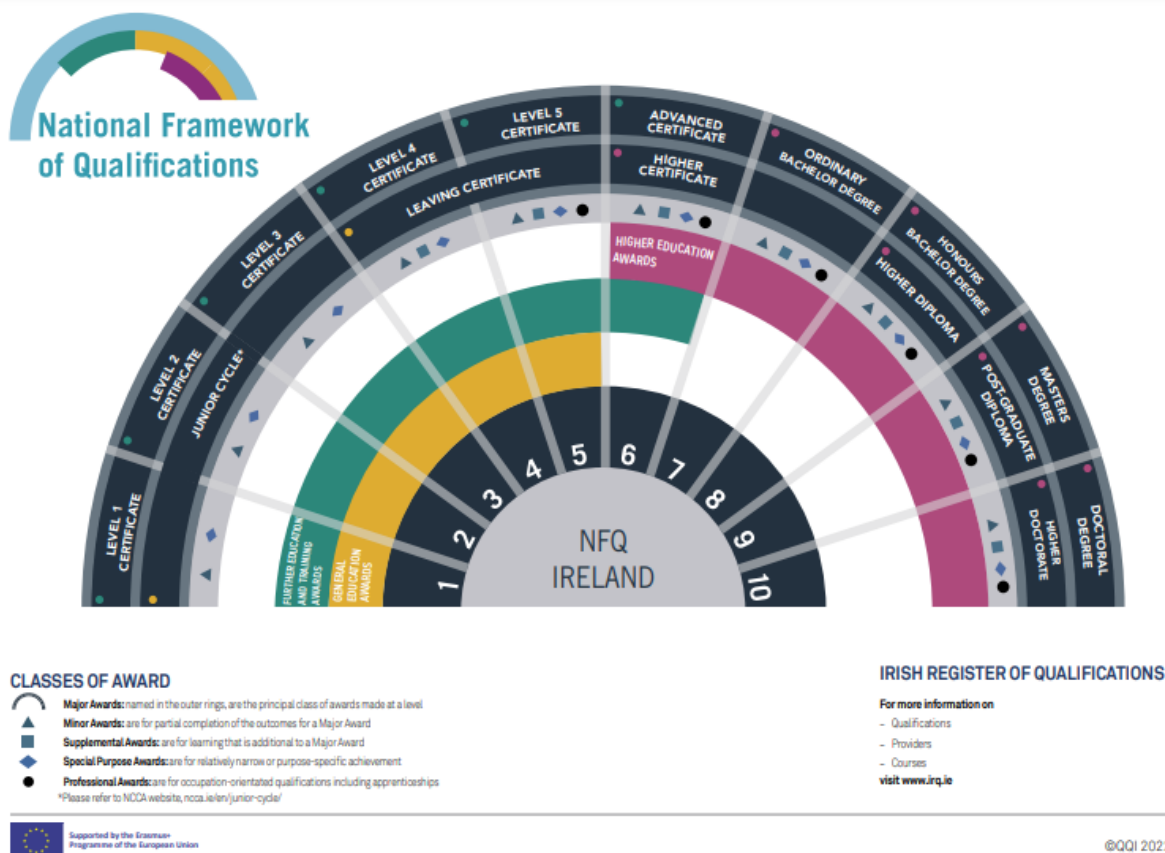
Exam scripts and other course work submitted by learners will be held by colleges and regional centres until the appeals period following external authentication has expired.

13.0 QQI Certification

Teagasc is not an awarding body, your award will be issued by Quality and Qualifications Ireland (QQI). Learners who successfully complete training programmes with Teagasc will receive QQI awards placed at Level 5 or Level 6 on the National Framework of Qualifications (NFQ).

The NFQ facilitates progression through the education system as below.

National Framework of Qualifications



The QQI Learner Charter can be read and downloaded from the QQI website at www.qqi.ie.

13.1 Access, Transfer, Progression and Higher Education Link Scheme

Teagasc is committed to the promotion of access, transfer and progression to facilitate opportunities for learners to gain access or progress to education programmes on the National Framework of Qualifications. Normal progression is from one level to the next on the National Framework of Qualifications. The Teagasc Access, Transfer and Progression Policy is available [here](#).

Higher Education Links Scheme (HELS)

Learners can use results from a Level 5 Certificate or a Level 6 Advanced Certificate to apply for CAO courses using the Higher Education Links Scheme (HELS).

Progression via HELS requires a Level 5 or Level 6 major award, with at least 120 credits. Access to some higher-level courses may require applicants to have achieved specific awards/modules. Applicants are advised to check individual course entry requirements with the institution to which they are applying.

Prior to submitting a HELS application to the CAO, you must:

- Inform your college/centre that you are applying to the CAO and that you intend to use the HELS.
- Confirm with your college/centre that your results will be finalised to meet CAO deadlines.

HELS applicants must check both the individual Higher Education institution and the CAO websites to ensure they meet any special or essential requirements specified such as:

- A specific major award.
- A specific grade in specific components.
- Additional award requirements such as English or mathematics.
- That all credits used for scoring purposes are achieved in one 'single sitting'.

Further information on the Higher Education Links Scheme is available from the QQI website www.qqi.ie

Other Progression Links

For information on progression and links to other courses and institutions, contact your Course Co-ordinator and check with the relevant institution itself.

14.0 Recognition of Prior Learning

Recognition of Prior Learning (RPL) in Teagasc is a process by which prior learning is formally identified, assessed and acknowledged.

14.1 The Purpose of RPL

RPL in Teagasc programmes is used for the following purposes:

- To enable applicants to gain entry to Teagasc programmes.
- To enable applicants to gain exemption from components (modules) of a Teagasc programme (exemption will not be granted for parts of a component).

Learners seeking exemptions for components by RPL should contact their course coordinator at the start of their training programme for information on making an application for RPL. Further information on RPL can be viewed [here](#).

15.0 Services for Learners

15.1 College/ centre facilities

There are modern classrooms equipped with IT facilities, sports hall, games room (temporarily above the canteen for 2025) and computer suites and rest rooms.

15.2 Residential Accommodation

Where provided, details of residential accommodation will be set out in the Residential Licence Agreement.

15.3 Lockers

Individual lockers per student – student to supply own padlock and key (padlock no more than 6 cm in depth).

15.4 Lost and found

Loss is reported to Andrew Wedlock and acted upon from there. Names should be marked on all property with indelible ink.

15.5 Notice boards

Situated at classrooms and dining areas. Use of Moodle is the online platform for circulation of information.

15.6 Parking

Student parking in standard designated areas only – not permitted in staff car parks.

15.7 Post

Incoming post is available in the main office / reception from 10.30 a.m.
Outgoing post – 2.30 p.m. in the main office reception.

15.8 College/centre office

This is located in the front hall of the main house.
Office hours: 9.15 a.m. – 1.00 p.m. and 2.00 p.m. - 5.00 p.m.
Student queries dealt with between 12.00 noon to 1.00 p.m. and 3.30 p.m. to 4.00 p.m.

15.9 Catering

Full canteen service is available on a daily basis – no food service at weekends, food is priced at reasonable rates. Contract caterer is on site providing tasty and nutritious food.

15.10 Special diets

If a student has a specific diet, this will be catered for with prior notification to Andrew Wedlock. Catering staff must also be informed of same at the counter.

15.11 Laundry facilities

Limited washer and dryer facilities is available on campus on request. Full laundry service is available in Cavan town.

15.12 Site layout and maps

Information available on noticeboards.

15.13 Security / CCTV

Closed Circuit Television (CCTV) operates on Ballyhaise College property. Learners may be recorded on CCTV in accordance with the Teagasc CCTV policy. For more detail on the Teagasc CCTV policy please refer to www.teagasc.ie.

Location	Purpose
College/centre access and entrance points	College/centre security College bio-security
College farmyard	Health and safety College security College bio-security
Education facilities	College/centre security Health and safety Facility management
Residential accommodation access/corridors	College security Learner safety

For further information relating to CCTV recording activities contact the Teagasc Data Protection Officer at: Data Protection Officer, Teagasc, Castlemeadows, Thurles, Co Tipperary, E41 AK4, or by email to dpo@teagasc.ie

16.0 Emergency Contact Numbers

Staff contact – College Principal (John Kelly)	087 7607973
Assistant Principal (Marianne Lyons)	087 3636395
Local Garda Station	049 4331300
Local General Practitioner	049 4361700
Out of hours Doctor	1850 777 911
Fire Brigade	999 or 112
Child Protection Designated Lead Person(s)	049 4338108
College/centre Access/Disability Officer – Andrew Wedlock	087 3966559
Pharmacy (Ballyhaise)	049 4351984
Local Link Bus	047 51840

17.0 Other Relevant Policies

The Learner Handbook does not exhaustively detail all Teagasc policies of potential relevance to learners. Other policies may be accessed through the Teagasc website.

Appendix 1

Learner Incident Report Form

Date of incident:

Day of Week:

Time:

1. Member of staff reporting the incident

Name:	
Position:	

2. Personal details of learner involved in the incident

Name:	
Address :	
Course :	

3. Details of incident

a) Type of incident:	
b) Location:	
c) Other details:	

4. Possible contributory factors and any other relevant information

.....

Signed: Date:

5. Outcome/Action taken

.....

Signed: Date:
College Principal/Regional Manager

Appendix 2

Learner Guidelines for Online Behaviour or Netiquette

This guide aims to clarify expectations and promote courteous and professional behaviour and communication online.

Guide to Online Etiquette

While attending classes online, we have constructed a guide to help you get the most out of your online learning. Here are a few simple guidelines you can follow to ensure your online classes will go as smoothly as possible:

1. **Mute your microphone:** (Unless you are told otherwise) This avoids any unnecessary background noise or interference and ensures everyone is able to hear the person speaking.
2. **Raise your hand:** If you want to talk or ask for help and the lecturer is already talking make sure to use the 'raise your hand' feature or indicate in the chat, do not interrupt them. When finished, don't forget to lower your hand.
3. **Take notes:** Even if the lecture is recorded it is always good practice to take notes and write things in your own words to make it more memorable and understandable when you review it come exam time. (You could further consolidate your learning by speaking it out loud or explaining it to someone else in your class).
4. **Use the video option when possible:** This shows the lecturer you are attending and paying attention. Where this is not possible, it is useful to have a photo uploaded to your profile.
5. **Position your camera properly, dress accordingly and be aware of your surroundings and what others can see in the background:** College at home can be more difficult if you are in a busy household, but ensure you are positioned in the best possible way to attend your lectures by finding a quiet, private place in your house and ensure you are dressed appropriately.
6. **Stay focused:** Don't multi-task or do things you wouldn't do in a physical lecture. This ensures you or other attendees will not be distracted during class time. Attend the class as though you are in a physical lecture, this means do not eat and do not do things that should be done in private such as checking emails or texts or bathroom breaks (it is likely for longer lectures your lecturer will schedule in a break).
7. **Be prepared:** Before attending the lecture ensure you have your copy and pen ready to take notes, but also have a think about any extra materials you may need for the class such as calculators, drawing materials, sketchbooks etc.
8. **Be on time:** Arrive promptly so the lecture can begin on time and you don't get stuck in the waiting room (if there is one).
10. **Be considerate to your lecturer:** If you cannot attend a class, a quick email to your lecturer will be much appreciated. Some lecturers may be waiting for the call to reach a certain number of people for the lecture to go ahead, so letting them know if you are not attending will ensure the class goes ahead on time. **Use a headset if possible:** You might want to invest in a good headset with an external mic. This will block out background noise around you but also let others hear you more clearly.
11. **Close applications not in use:** Try to only have the applications you are using for your lecture open and close the others. This hopefully allows for a stronger connection and a better video.
12. **Leave meeting:** When your lecture is over, remember to leave the meeting, hang up or sign out.
13. **Groups:** When working in groups be courteous and considerate of others.



Fostering
RESPECT

Striving for
EXCELLENCE

Acting with
INTEGRITY