9. Public Information and Communication

CMIT™

A New Way To Learn

9.1   Introduction

9.1.1   What is the purpose of this policy?

- This policy sets out how CMIT communicates information about the College, its Programmes, its Quality Assurance Policy, and Procedures in addition to Publication of Quality Assurance Evaluation Reports.

9.1.2   To whom does this policy apply?

- College Staff who interact with prospective learners and learners are responsible for ensuring information provided is accurate, complete, and up to date.
- All Staff and Faculty involved in the promotion of the College's programmes and the recruitment of students.

9.1.3   Who is responsible for implementation?

- The Quality Committee are responsible for ensuring that information published is clear, accurate, objective, up to date and easily accessible.

9.2 Publication of Policies, QA, College, and Programme information

9.2.1 College Information

Information that the College makes publicly available includes, at a minimum:

- The legal name of the College and the company (see about cmit)
- Profiles of: The company directors, senior managers, and academic staff (see cmit staff profiles)
- Details of the College's legal and accreditation status with all professional, regulatory and statutory bodies (see cmit accreditation details)
- The full CMIT Quality Assurance framework (www.cmit.ie/qa)
- Outcomes of external quality assurance and accreditation engagements (www.cmit.ie/qa)
- The CMIT Learner Charter (cmit learnercharter)
- Information about the use of personal data and a person's right to privacy (cmit privacy)
- Contact details for the College (cmit contact details)

9.2.2 Publication of quality policy and procedures

CMIT Quality Assurance policies are published on the CMIT public website (www.cmit.ie/qa). This includes the following policies:

- Governance and Quality Assurance Policy.
- Documented approach to Quality Assurance.
- Programme Development, Validation and Admissions Policies.
- Staff Recruitment, Management and Development policies.
- Teaching and Learning policies.
- Assessment policies.
- Learner Supports and the Learner Journey.
- Information and Data Management policies.
- Public Information and Communication.
- Other Parties Involved in Education and Training.
- Self-evaluation, Monitoring and Review policies.

9.2.3 Publication of quality assurance evaluation reports

- QQI Reports (audits, monitoring, and re-engagement) – the three most recent reports are published on the CMIT public website (www.cmit.ie/qa).
- ILM Annual Audit – the three most recent reports are published on the CMIT public website (www.cmit.ie/qa).
- QQI Programme Reviews are also published on CMIT public website (www.cmit.ie/qa).

9.2.4   Information for prospective and existing learners

- Clear, accurate and easy-to-access information is provided for all programmes to allow learners identify, select, and enrol on an appropriate programme. Prospective learners can contact the college via phone or email to discuss programmes. There are dedicated staff in place who are fully trained and available to discuss programme selection with prospective learners.

- **Entry Requirements**: Entry requirements are clearly stated. These requirements include any specific requirements for assessment or participation in a programme. This will ensure prospective learners are aware of any specific requirements for successful participation and completion of a programme.

- **Equipped to Participate Statements** provide prospective learners with information on the knowledge, skill and competence required to participate in a CMIT programme leading to an award on the national framework at Level 5 and Level 6.

- **Policies**: Quality policies are available to provide prospective learners with information on essential information prior to enrolment.

- **Published programme information**: The following information, regarding assessment, is published on our website for prospective and existing learners:

  - The award title, level, and CAS / programme code for every programme.
  - Specific assessment requirements (examination, skills demonstration, etc.).
  - Pre-requisites for every programme.
  - Learning effort, in terms of hours, for each programme.
  - Equipped to participate statements are included which outline the knowledge, skills and competence required to complete courses at each level for every programme.
  - Technology requirements and levels of technical ability for every programme.
  - Academic conduct policy and guidelines.
  - Reasonable Accommodation Policy.
  - Course price (whether instalment is available, and terms of instalment plans, including individual payments and total cost of the plan).
  - Online services provided (quizzes, video, online classes, manuals, digital library)
  - Mode(s) of delivery, including mandatory attendance where required.
  - Availability and scope of online tutoring.
  - Outline of the syllabus.
  - Assessment document (if requested).
  - Student Support available.
  - Clear communication channels for queries regarding fees.

- Information where fee structure is different for fully online programmes as versus other programmes. Where this is the case we will provide explicit fees policy information to learners, on our website, which outlines, in addition the information provided above:

  - Outline of fee structure specific to online learning programmes.
  - Description of digital resources available.

- Availability and scope of online tutoring.
- Access to technical support services.
- Enrolment process for online learners.
- Any additional administrative procedures relevant to online study.
- Course price (whether instalment is available, and terms of instalment plans, including individual payments and total cost of the plan).
- Payment options (e.g., credit card, bank transfer).

9.3   CMIT Learner Charter

In addition to the publication of our full Quality Assurance policies online, CMIT's Learner Charter outlines our commitment to learners and our key practices in a very user-friendly format. This Charter also outlines the expectations of the college in terms of learner participation, use of resources and learner commitment to academic integrity.

9.3.1   Charter

1. Our values

- Learner-centred.
- Academic Quality.
- Innovation.
- Active Learning.

2. Pre-enrolment practices

- At all times information given to potential students, either written or orally, will be truthful and accurate. The website provides the following details:
- The course name and title of the award.
- The name of the awarding body and the level of award.
- The length of the course, the course objectives, the course content (syllabus).
- Access to course / Pre-requisites.
- Arrangements for exemptions for major awards.
- Assessment methods.
- Opportunities for transfer and progression.

3. Tutoring Standards

- Regular external and internal monitoring will be conducted on tutoring standards.
- Tutor comments will be provided to students following all assessments.
- Tutors will demonstrate a conscientious desire to help students.
- All assessments will be appropriate to the subject matter and be of real assistance in helping students achieve their objectives.
- Students may contact Tutors through the online messaging system.

4. Administration Practices

- During college hours, a member of staff will be available to respond to online or phone enquiries of a support or counselling nature.
- Communications about administrative and tutorial matters will be responded to within 1 working day.

- Queries, where a longer timescale is required for a complete answer, will be acknowledged within 3 working days, the delay explained, and an indication given of when a full answer can be expected.
- Entry requirements are specified for each programme.

5. Enrolment Practices

- Learners will be enrolled within 3 days of payment being made.
- All information given by learners is confidential to the institution, its employees, and tutors.
- Under consumer protection legislation, you have the right to a full refund for digital content or services contracts within 14 days from the date of purchase, known as the 'Cooling-Off Period,' provided that you have not accessed or downloaded a course manual or uploaded an assessment. By accessing/downloading a course manual or uploading an assessment, you agree to the immediate commencement of service provision and waive your right to a full refund within the 14-day Cooling-Off Period. If you wish to cancel your purchase, please send a written request to info@cmit.ie.
- If a learner falls ill during their assigned time to a particular programme, they must contact the college immediately and provide a letter from their doctor. We may allow learners to defer for a stated period and if the course is no longer available at this stage, they will be allowed to transfer to an alternative or similar programme. Each request will be considered on an individual basis and is at the discretion of the college.

6. Learner Protection

- CMIT has put in place appropriate arrangements for the protection of learners on QQI programmes that have a duration of three months or longer, should CMIT unexpectedly cease to provide such a QQI programme. To comply with this
- CMIT Learning Ltd has approval to offer students learner protection insurance. Learner Protection insurance is only in place when each student receives their Insurance Policy. Each learner should ensure that they receive a Learner Protection Insurance Policy in their name. Learner Protection insurance is provided by Arachas and underwritten by Aviva Insurance Ireland DAC. Aviva Insurance Ireland DAC, trading as Aviva, is regulated by the Central Bank of Ireland. The learner protection policy provides for a refund of fees as specified in the 2012 Act. In some circumstances, it may be possible for a learner to transfer to a similar programme in another provider. In such circumstances, the learner may opt to receive the cost of an alternative similar academic programme. Transfer to another programme is always only a second option. The learner protection insurance policy is governed by s. 65(4)(b) of the 2012 Act.

7. Inclusivity

- CMIT does not tolerate discrimination on gender identity, gender expression or the nine grounds in the Equal Status Acts 2000-2018 of gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community.

- We recognise that each person has the right to define their own identity and be addressed accordingly.
- It is our policy that staff and learners feel safe to express their identity without fear of discrimination.
- Staff and learners are free to choose whichever pronouns they wish to be referred to by others, or to choose none at all. This reflects the college's commitment to providing an inclusive environment where everyone's identity is respected and affirmed.
- Learners may contact Student Support if they need assistance related to identity, inclusion, or respectful communication.

8. Reasonable Accommodation

- CMIT is committed to providing learners with disabilities equitable access to complete a programme of study as far as can be provided. This is in accordance with the Disability Act, 2005 and the Equality Status Act 2000.
- Accommodation procedures are in place and published to ensure that all learners are aware of this policy and how to access reasonable accommodation if required.
- In the context of assessment, reasonable accommodation is the term used for the adaptation of assessment as necessary to cater for the needs of learners whose personal situation means that the assessment would otherwise be unfair, for example, learners with a disability, and/or other learners covered by equality legislation.
- In the context of participation, reasonable accommodation is the term used to describe any additional supports, arrangements put in place for a learner to ensure they can access, engage, and complete their programme without experiencing disadvantage due to their disability.

9. Recognition of Prior Learning

- As some students already have degrees, diplomas, or certificates, it may be possible to apply for an exemption from modules of certain courses. It is not possible to obtain exemptions based on work experience only.

10. Assessment and Appeals.

- Assessments must be made by submitting within specified deadlines. Failure to do so may result in the award not being awarded to the student.
- Students may be requested to re-submit their assessments if their work does not meet the required standard. This may impact the learner's ability to complete the course within the specified time. Where learners fail to meet the assessment criteria, following more than 2 re-submissions of their work, this may result in a 'Fail' grade.
- All students' work must be their own original work. The college has a strict policy in relation to plagiarism of submitted work, and if it is established, the penalties may include re-submission of work (where the maximum grade awarded is a pass) or exclusion from the programme. Please read the dedicated Plagiarism and Referencing student guide for detailed information on this and how to avoid plagiarism.
- CMIT uses specialist software to determine plagiarism in students work.

- All student work for ILM and QQI programmes will be marked by an Internal Assessor and then checked by an Internal Verifier and made available for sampling by an External Authenticator.
- An appeals process is in place in relation to: (1) tutor-marked assignments, (2) final grades awarded, and (3) programmes. All Appeals must be submitted within 14 days of receipt of a result. Information on appeals may be requested by contacting the college.
- Certification of learners will take place on at least two occasions during each calendar year. Cut-off deadlines exist to meet a certification date.

11. Data Protection and Disclosures

- We comply fully with the GDPR including the right to access, right to rectify, right to delete, and right to object to direct marketing. See our Privacy Policy for more details.

12. The Environment

- CMIT is dedicated to minimising its environmental impact and promoting sustainability in every facet of its operations. We have a strong commitment to the environment and continue to increase our responsibility in this area including the following:
- Commitment to all our courses being delivered digitally, reducing paper consumption and transportation needs.
- Use of digital communication, documentation, and certification to reduce paper usage across all departments.
- Preference for working with suppliers who demonstrate environmental responsibility.
- Commitment to the recycling of all paper, plastics, and electrical materials, ensuring responsible waste management practices.
- Reduce waste, limit emissions, and prevent harmful discharges by opting for cleaner, more efficient methods in day-to-day college activities.
- Conserve energy, water, and materials. Seek opportunities to reuse and recycle wherever possible, with a particular focus on digital course delivery to minimise paper usage.
- Set and review measurable objectives related to sustainability. Use data on resource consumption and waste generation to refine practices and achieve ongoing environmental gains.

13. Modern Slavery

- CMIT is committed to preventing acts of modern slavery and human trafficking from occurring within its business and supply chain. We also expect the same standards from our contractors, suppliers and other business partners and would not work with any organisation that we suspected of involvement in modern slavery. We do not consider that we operate in a high-risk sector. We review our supplier relationships as part of our annual review cycle and act if any concerns regarding modern slavery or unethical practices arise.

- CMIT is a UK and Irish based online training organisation. We are a limited company registered in Ireland (451082) and approved by QQI and ILM to offer programmes leading to QQI awards on the National Framework of Qualifications of Ireland and the Regulated Qualifications Framework in the UK.
- No reports were received from employees, the public or law enforcement agencies to indicate that modern slavery practices had been identified in our supply chain or through the retention of contractors.
- Employees and contractors are required to adhere to our Policies and Procedures are encouraged to identify and report any potential breaches of our Modern Slavery Policy.
- This statement is made in accordance with section 54(1) of the Modern Slavery Act 2015 and constitutes CMIT's slavery and human trafficking statement.

14. Complaints

- Complaints should be made to the Student Services Manager in writing by email, to info@cmit.ie or by post to CMIT, Southern Cross Business Park, Bray, Wicklow A98 K2P4.
- All complaints will receive an initial reply within 1 working day.
- Following a full review, a response will be issued within 14 days, with the aim of resolving all complaint.
- All complaints will be logged in a register.
- All active complaints are reported to the Quality Committee.
- If a learner is not satisfied with the response received, they may get escalate by writing to the Student Services Director, at info@cmit.ie who will respond within 14 days.
- We treat every complaint seriously.
- We deal with any complaint quickly and are committed to making it as easy as possible to make a complaint where the need arises.
- We treat any clear expression of dissatisfaction with our operations, which calls for a response, as a complaint.
- We respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc.
- We learn from complaints, monitor them, and use them to improve our operations as part of our continuous improvement process.

15. Academic Integrity

- We are committed to providing fair and consistent access, participation, and assessment.
- We have documented our approach to this in the publication of our Quality Assurance Policies and Procedures.
- We recognise that the basis of maintaining academic integrity is built on trust and a shared set of values and behaviours.
- Academic integrity is the commitment to, and demonstration of, honest and moral behaviour in an academic setting. It assumes that all interactions between the college and learners are approached with honesty. This includes all documentation and information submitted to the college for academic purposes.

- While academic integrity is a shared commitment (supported by learners, tutors, assessors, and administrative staff) learners must take responsibility for their own academic integrity and engage honestly and truthfully during their studies.
- A Statement of Learner Responsibilities is published which learners agree to adhere to on commencing their programme.
- All learners enrolling on a programme of study with the college agree to the Terms and Conditions of enrolment which include the acceptance of the colleges terms and conditions in relation to the appropriate use of college resources, and adherence to the Academic conduct policy.
- Learners are expected to: use any information provided to them in an appropriate manner according to copyright and privacy legislation, acknowledge all sources of information used in completing assessment work, not present the work of others as their own, conduct research in an ethical manner in line with the college Academic conduct policy and act in an honest and ethical manner throughout their academic endeavours with the college.
- With continued changes and development in digital and online interactions we expect that learners will continue to maintain academic integrity and always adhere to the college Academic conduct policy.
- Engaging with other learners on social media platforms to gain an unfair advantage in an assessment (for example through the reproduction and sharing of unpublished exam information / questions, sending, or sharing assessment work produced by another learner for the purpose of its use by another learner) is an example of breaching the college Academic conduct policy and any cases where this has been deemed to have taken place would be dealt with in accordance with this policy.
- The use of online assessment generators i.e., essay mills is another example of breaching the college Academic conduct policy. This represents attempting to pass off the work of another person as your own.
- Learners are encouraged to be aware of the various situations which may present themselves during their studies and to always protect their own academic integrity by refusing to engage with any instances which may breach the college polices on same See our Privacy Policy for more details.
- Questions or queries in relation to academic integrity can be directed to the Quality Director at any time and will be dealt with in an open and fair manner.

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