



cetb

Bord Oideachais agus
Oiliúna Chorcaí
*Cork Education and
Training Board*

Cork ETB

Learner Charter

2022

Vision:

Cork Education and Training Board is a driving force of education and training in Cork, providing high quality services which are innovative, responsive and inclusive. Through Cork ETB there is a pathway for every learner.

Mission:

Cork Education and Training Board (CETB) plans, provides, supports and coordinates education, training and youth services in Cork which are recognised internationally as a model of excellence.

Guiding Principles:

Cork ETB will always act in the best interests of learners. The following principles underpin our strategic thinking, planning, decision making and our everyday actions as we strive to deliver our services.

- Prioritising the needs of learners
- Delivering a high-quality service
- Acting with professional integrity
- Doing the right thing
- Treating people with dignity and respect
- Being fair, open and accountable
- Ensuring value for money
- Operating to the highest ethical, professional, moral and legal standards.

Values:

- Brave
- Committed
- Positive
- Leading
- Innovative
- Caring

What you can expect from Cork ETB/What Cork ETB promises:

Before you start a course

You will have access to information, in plain and simple language, about:

1. the requirements for the course
2. the costs involved
3. the skill level needed for each course
4. the time commitment involved
5. the information we require from you and how it will be handled
6. work experience requirements
7. additional supports available
8. qualification you will receive on completion

When you are on a course

You will

1. be welcomed into a safe, inclusive, respectful and supportive learning environment
2. hear about policies and procedures as part of induction
3. receive high-quality education and training that is interactive and relevant
4. receive guidance in seeking employment and future progression
5. be supported in getting work experience
6. receive feedback on your work
7. be assessed fairly
8. know where to go if you want a complaint listened to
9. have opportunities to have your voice heard and influence decision making as part of the Learners' Voices Group
10. receive additional support if needed
11. be well prepared for all assessments

When you are finishing a course

You will

1. given guidance on appropriate progression options
2. be prepared for progression or employment
3. have access to Cork ETB for further support and information

What Cork ETB expects from you

Before you start a course

We expect you to

1. familiarise yourself with the course information provided
2. check that the course is the right fit for you
3. ask for more information if you are unsure of anything
4. ask if you need additional support e.g. learning support

When you are on a course

You will be expected to:

1. respect staff, learners, equipment and resources
2. follow Cork ETB and Centre procedures
3. fully attend and let the centre know if you cannot do so
4. be on time and participate in class
5. let us know if there is a problem

When you are finishing a course

You will have the option to:

1. give feedback on your course
2. ask for advice regarding job seeking or progression, where available
3. stay in contact with Cork ETB