

College Equal Opportunities Policy

Green Tara, Centre for Holistic & Spiritual Studies holds the ethics of equal opportunities for employees and students. Green Tara will not discriminate against race, creed or ethnic origin.

College Special Consideration Procedure

The College will make all provisions necessary to enable students with special requirements to undertake training. The College will strive to provide the student with all that they need.

College Special Requirements Procedure

The College will take into consideration and strive to accommodate any special requirements that are deemed appropriate as necessary for the student.

College Complaints Procedure

- Students can make complaints in writing to the principal
- Green Tara operates an 'open door' policy; students are welcome to bring any concerns to the principal or tutors.
- Any complaints received by tutors will be informed to the principal and considered in turn.
- The College has a duty to consider every complaint received and each case will be considered on its own merits.
- A student or staff member who is the subject of a complaint will be afforded the opportunity to present their side of the case, as will the complainant. Details will remain confidential.
- A serious complaint that is upheld will result in termination of the contract between the offending party and the College

College Disciplinary Procedure

- The College has in place a disciplinary procedure.
- All procedures will be strictly confidential
- Disciplinary procedures will be invoked in the event of complaints, serious misconduct and investigations
- The subject will receive all decisions of the disciplinary procedure in writing.
- The final decision rests with the Principal
- Students & staff must sign contracts of agreement with the College to uphold the College's Code of Ethic & Practice and that of the Professional Awarding Bodies.

Student Complaint Procedure

Who can I talk to if I have a Concern or Issue?

- Tutor, Principal, College Secretary
- **Who can report a complaint?**
Any enrolled student at *Green Tara* may file a complaint against any student or college employee when they believe they have personal knowledge of a violation.

Who are student complaints reported to?

Complaints are reported to the Principals (Majella Fagan **or** Owen Roberts) **or** College Tutor. The principal is available by appointments to meet with students for the purpose of reviewing issues and providing advice on how to proceed.

Appointments can be made by calling 046 9060600- Green Tara Office.

Informal Complaint Process

Every effort will be made to settle complaints through the informal process. Should a formal complaint be filed, the informal process is terminated.

- **Allegation/Complaint:**
Student talks directly with a college employee
- **Intervention by Complaints Officer**
Student discusses complaint with the College employee or College Principal. The Principal has 15 calendar days to notify employee/student in writing of complaint.
- **Investigation/Fact-Finding:**
The Principal has 15 additional calendar days to resolve the complaint. It is recommended to document 1) the facts or evidence, 2) what was done to resolve the complaint and 3) what resolutions were proposed.
- **Resolution:**
It is recommended that parties involved document the resolution that was agreed upon and maintain a copy for personal reference.
- **No Resolution:**
Student has 15 additional calendar days to file written_formal complaint to the Complaints Officer - (Principal).

Advice for Informal Complaint Resolution – (given to students):

- Deal with the facts of the situation.
- Stay with "I" statements.
- Write out an outline of your concerns in advance, listing pro and con aspects.
- Be prepared by providing supporting documents if appropriate
- Schedule an appointment with the person you have a concern with rather than "just dropping by."
- Deal with the person in a manner that you would like to be treated, with respect and thoughtfulness.
- Allow the opportunity and time to hear both sides of the situation.

Formal Complaint Process

- **Complaint Initiation:**
Student has 15 calendar days from the end of the informal process to file a written complaint to the Complaints Officer- College Principal. All supporting documentation from the informal procedure should also be submitted. If an informal complaint was not initiated, the student may file a written complaint within 90 calendar days of the cause of the complaint.
- **Notification of Charge:**
Within 5 calendar days the Complaints Officer sends a copy of the formal complaint to all parties involved: person to whom complaint is addressed (respondent), and person filing complaint.
- **Opportunity to Resolve:**
 - Respondent replies in writing to the Complaints Officer within 15 calendar days.
 - Complaints Officer will forward the respondent's written reply to the student within 5 additional calendar days.
 - If the student finds the response is unsatisfactory, she/he may submit written notice of their dissatisfaction to the Complaints Officer within 5 calendar days.
- **Resolution Not Reached:**
 - Complaints Officer shall schedule a conference meeting and invite the student, respondent and outside supervisor within 5 calendar days of receipt of notice.
 - Conference meeting shall be held to facilitate a resolution within 15 calendar days of receiving the student's notice.
 - The Complaints Officer produces a written statement summarizing the conference.
- **Resolution Reached during Conference:**
The Complaints Officer provides copies of the written summary to each of the attendees within 10 calendar days.
- **Resolution Not Reached during Conference:**
 - The Complaints Officer provides copies of the written summary to each of the attendees within 10 calendar days.
 - Student may submit a review request of the conference summary with the Complaints Officer by filing a written request with in 5 calendar days after receiving the conference summary.
 - Upon receipt of this request, the Complaints Officer shall forward the request together with the grievance and other relevant documents to an appointed reviewing administrator within 5 calendar days.
 - The reviewing administrator will review the grievance and documentation and may also interview/investigate as appropriate. • The reviewing administrator renders a written decision, which is submitted to the student, respondent, and others deemed appropriate within 15 calendar days. The reviewing administrator's decision is final.

College Accreditation of Prior Learning Procedure

- The College will provide a list of recognized qualifications
- The College has absolute right of discretion regarding which prior qualifications it recognizes.
- A prior qualification which is recognized may be counted in the present course of study in whole or in part
- The College will recognize prior qualifications acquired by the student as appropriate

College Internal Monitoring & Evaluation Procedures for Courses

- The College shall continuously monitor and evaluate each of the courses on offer with the aim of achieving the highest level of excellence possible in the training provided.
- They shall be monitored with regard to the training carrying out its aims and objectives in enabling the student to learn.
- Teaching methods will be monitored
- At each ten week training interval the student and lead tutor will have a one to one interview whereby the student can bring any concerns and queries to the tutor individually. They will be asked to assess how they are progressing with the training and the demands of the training. They will be asked to highlight any areas that they feel weak in. This will enable the tutor to monitor their progress and to assist them in the best way suitable for the student. This will also help the student to assess themselves
- Written assignments will be used as an assessment method
- Evaluation forms will be issued to students upon completion of the training. The information supplied by the students will be considered valuable and will be used to provide a higher standard of excellence as appropriate. Evaluation forms will be anonymous.
- Written examinations, projects, and other methods as deemed necessary will be used as an assessment method

College Quality Assurance & Standardisation Procedures

- The College assures the students that the highest standard of training possible will be provided
- The College assures that the all necessary equipment will be provided to a suitable standard
- The College assures that the premises is of a standard suitable and supportive to the training to include heating, lighting, adequate space, toilet facilities, parking facilities, hygiene facilities, food facilities.
- The College assures of a supportive learning environment to help the student achieve their qualification.
- The College assures that only tutors that have been approved by the awarding bodies and qualified in their field will be delivering the training.

College Staff Developments Procedures and CPD

- Staff are encouraged to continue their personal development on all levels
- Tutors will keep a log of training and development taken throughout the year which they will present at the start of each College year for records. This will be held on file.
- All staff will be informed of relevant updated courses/training available within the College and outside of the College
- All staff will attend a Health & Safety induction at the start of each College Year.
- All staff will hold a recognized First Aid Certificate

College Health & Safety Policy

The College is committed to ensuring the safety, health and welfare of its staff and students and fulfilling its obligations under the Safety, Health and Welfare at Work Act, 1989. To this end, a safety statement has been prepared, setting out the safety arrangements. The Safety Statement sets out how we intend complying with the Safety, Health and Welfare at Work Act of 1989 and in the process minimise the risk of accidents and ill health at the College. It will be updated as necessary and it will be reviewed at least once a year. We will provide a safe work space for our students and employees, the necessary equipment and information, training and supervision as necessary. The Statement is available to our employees, students and outside inspectors of College regulators and inspectors of the Health and Safety Authority.

All new students and staff will be familiarised with these arrangements and are obliged to adhere to them at all times. Copies of the safety statement and standard operating procedures are available from the College Secretary.

College Internal Assessment & Moderation Procedures

ASSESSMENT, INTERNAL VERIFICATION AND MODERATION POLICY

1. AIM

To provide access to assessment and accreditation services ensuring equality
Of opportunity for all learners within a framework of moderation, as appropriate.

2. CONTEXT

a) The College will negotiate special arrangements with Awarding Bodies
for learners with specific needs in securing appropriate arrangements
For access to and support in the assessment process.

b) Sufficient time will be allocated so that the assessors
And internal verification team can carry out their duties effectively.

c) The College supports on all levels the quality assurance processes and will
Ensure that the requirements of the Awarding Body procedures are followed.

3. OBJECTIVES

a) To ensure consistency, transparency, reliability and validity of the
assessment processes, ensuring that standards and specifications are
Implemented/achieved.

b) To give quality assurance in the assessment processes.

c) To provide learner-centred approaches to assessment which provides
appropriate opportunities for learners to record evidence of
Achievement.

5. ASSESSMENT

a) Assessment processes will aim to promote learning and achievement of
all learners from entry, through to on-programme and achievement.

b) The Assessor is responsible for ensuring that assessment processes are

consistent and transparent, that evidence is valid, sufficient, authentic and that judgement of evidence is valid and reliable

c) The role of the Teacher/Tutor/Assessor is to: -

- Ensure that learners are fully briefed on assessment methods and procedures including Student Appeals Procedures.
- Involve learners in the assessment planning process and agreement of assessment.
- Provide constructive feedback to learners on assessments
(Conveying levels of achievement using awarding body criteria/grading)
- Discuss targets and areas for development on an individual basis.
- Adhere to the Awarding Body's assessment specification in the judgement of evidence towards an award.
- Record outcomes of assessment using appropriate documentation.

8. IMPLEMENTING MODERATION

Assessment, verification and moderation procedures will follow

Regulatory Awarding Body requirements. The moderation of qualifications is a comprehensive check on achievement and ensures that a learner is given the best opportunity to achieve their best quality of work and therefore their best overall result (grade) before submission to an External Moderation panel.