

## The Rehab Group Communication with Learners

**Applies Jurisdiction:**  Ireland ONLY

**Division:**  Learning & Employability

**Reference Number:** TAE-ICS-004

**Version Number:** V1

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**Date:** Oct 2018

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**Date:** Nov 2018

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# Rehab Group – Communication with Learners IRE

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## 1.0 POLICY STATEMENT

It is the policy of the Rehab Group to establish and maintain effective two-way communication with Learners.

Learners should be encouraged to communicate and provide feedback on their individual and collective experiences.

Learners should be consulted when designing and developing programmes, assessments and services.

## 2.0 PURPOSE

The purpose of this policy is to outline and describe the measures taken to establish and maintain effective two-way communication with Learners.

## 2.0 SCOPE

This policy applies to all locations offering training programmes.

## 3.0 DEFINITIONS

**Communication -**  
**Feedback -**

## 4.0 GENERAL PROVISIONS / PROCEDURE

1. Communicate services available to Learners publically using the Rehab Group website [www.rehab.ie](http://www.rehab.ie)
2. Provide access to brochures and promotional materials
3. Provide information in appropriate/accessible formats
4. Carry out site visits to schools to communicate with potential Learners
5. Invite potential Learners to sample Rehab Group programmes and services
6. Carry out feasibility studies to include potential Learners
7. Collect feedback from current and potential Learners to inform new or existing programmes and services, identify good practice and address areas for improvement.

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8. Provide opportunities for current and potential Learners to take part in questionnaires, surveys, interviews, forums and focus groups.
9. Collect formal Learner feedback during Assessments, Monthly Reviews, Individual Action Plans, Summative Reviews, Programme Reviews, Self-Evaluations and Audits.
10. Facilitate the effective operation of a local advocacy committee as a structure for learners to consider matters relating to programmes and facilities, to enable learners to raise issues of concern with management as well as identify good practices.
11. Facilitate Learners to participate at all levels of advocacy structure Local, Regional and National
12. Engagement in a complaints process
13. Facilitate an appeals for certification process
14. Facilitate an appeals process for Admissions

### 6.0 ROLES & RESPONSILBITIES

Management and staff are responsible for the implementation of this policy document with the consultation of learners and service users.

The Rehab Group provides programme information to facilitate successful participation by prospective and current learners. Information provided includes details of the programme, how to access the programme, transfer and progression options, programme content, structure and duration, awards available, assessment details and rights and responsibilities.

Information on adaptations and supports is also provided where applicable.

### 7.0 EVALUATION & AUDIT

Compliance with this policy on Communication with Learners will be evaluated and audited through the Rehab Groups review and audit processes.

### 8.0 REFERENCES

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Charter of Rights & Responsibility

## 8.1 Related PPPGs

Appeals for Certification Policy

Admissions Policy

Feasibility Policy

Self-evaluation, review and monitoring Policy

Programme Design, Development and Review Policy

## 9.0 APPENDICES

**Appendix 1** – List of Authors

**Appendix 2** – Read & Understood

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## Appendix 1 – List of Authors

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## Authors List for New/ Reviewed Policy Area

The following names individual authors/ reviewers to this policy area.

<b>Division/Other</b>	<b>Name(s)</b>
Quality & Governance	Mary Hughes
National Representative Committed	Joanne Nelligan

\*Note that it is not obligatory for each division to be involved in a new policy/ review if the policy is not relevant; this should be decided by each division on a case-by-case basis.

## Appendix 2 – Read & Understood

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# Rehab Group – Communication with Learners IRE

I have read, understand and agree to adhere to the attached Access, Communication for Learners Policy, Procedure, Protocol/ SOP or Guideline:

<b>Print Name</b>	<b>Signature</b>	<b>Date</b>