

<b>Policy Name</b>	Public Information & Communication Policy
<b>Policy Code</b>	ETP 9.1
<b>Policy Author</b>	Head of Training & Quality
<b>Revision Number</b>	2
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<b>Expected Revision Date</b>	+2 Years

## 9.1 Public Information & Communication Policy

### 9.1.1 Policy Statement

Elevation Training is committed to ensuring that all published information is accurate, up to date, comprehensive, relevant and presented in a manner that is accessible and easily understood.

### 9.1.2 Communication Media

Elevation Training employs a range of media for communicating programme, services and quality assurance information. These include the following:

- Direct mailings
- Programme Brochures
- Social Media
- The Elevation Training website
- Attendance at industry-led events and conferences
- Adverts in industry publications

The Elevation Training website is the primary method of providing information. The website includes information on:

- Elevation Training Profile
- Information on QQI and the National Framework of Qualifications (NFQ)
- Programme Schedules and Course Information
- Quality Assurance Processes and Procedures

We respect and seek to maintain the privacy rights of individuals who visit our website. We do not collect any personal information from visitors to the website without explicit

permission. All information provided is treated confidentially and used for the purpose for which it was collected and stored securely in accordance with legislative requirements.

### 9.1.3 Provider Details

The information on the website is published to furnish the reader with an insight into the key messages and focus of Elevation Training and their awarding bodies. Learners can find [here](#) information on the locations and facilities available as well as staff profiles.

### 9.1.4 Programme Details

To comply with the terms of [Section 67 of the Qualifications Act 2012](#), Elevation Training makes the following information publicly available:

- Name of the awarding body
- Award titles, codes and levels on the National Framework of Qualifications
- State if the award is a Major, Minor, Special Purpose or Supplemental
- Programme fees, duration, schedules and availability
- Entry requirements
- Application and registration process
- Assessment procedures
- Arrangements for Work Placement (if applicable)
- Protection for Enrolled Learners
- Where the programme does not entitle the learner to an award
- A statement of the procedures for access, transfer and progression under Section 56 which apply to the programme

### 9.1.5 Quality Assurance Information

Elevation Training publishes the following on our website:

- Agreed quality assurance policies and procedures as approved by QQI
- Quality Assurance Approval Reports
- Self-evaluation Reports
- QQI Monitoring Reports
- Programme Validation Reports

### 9.1.6 Scope

This policy applies to all communications and to information published in electronic or printed form which refers to any aspect of our programmes, supports or quality assurance.

### 9.1.7 Who is responsible

The Academic Board has overall responsibility for ensuring that Elevation Training complies with its obligations as a QQI-recognised provider set out in the 2012 Education and Training Act in relation to public information.

The Head of Training and Quality is responsible for ensuring the information we publish is accurate and comprehensive and that we comply with our obligations as a QQI-recognised provider.

<b>Working Documents</b>
Approval of Public Information & Communications Procedure ( <a href="#">ETPR 9.1</a> )
Elevation Training Website ( <a href="http://www.elevationtrainingireland.ie">www.elevationtrainingireland.ie</a> )