



Quality Assurance Handbook PART A1

POLICY No.11 Apprentice Experience Policy

11. Purpose of Policy

Policy No.11 details FIT commitment to providing a positive learning experience for apprentices. FIT is committed to the continuous enhancement of apprentice learning experiences and outcomes both in on and off-the-job programme elements and the quality of learning and teaching, and to promote a culture of learning and teaching excellence through effective feedback mechanisms.

11.1 Policy Scope

This policy relates to all active apprentices active on Tech Apprenticeships.

11.2 Overarching Considerations

FIT places a significance on feedback from students and uses the functions of Workplace Learning Officer and Onboarding and Wellbeing Officer as the primary roles to elicit evidence of quality, to inform learning and teaching enhancement, for the recognition of staff and sub-contractors, and staff performance, review, and management.

11.3 Policy Statement

FIT will ensure that apprentices can expect a QQI-validated Apprenticeship programme of education and training aligned to the industry's needs and assist the candidate apprentice in securing and retaining post-apprenticeship employment in the sector. In addition, apprentices can expect comprehensive, timely, and accurate information about all aspects of the programme, including timetables, the curriculum, assessment information, etc. The learning journey will include:

1. Placements with host employers for the duration of the Tech Apprenticeship,
2. Placement assistance (if required) at the end of the programme,
3. Off-the-job (classroom-based learning) tutors to provide instruction in theoretical knowledge,
4. On-the-job (workplace) mentors to provide practical work-based learning,

5. All required resources, including facilities, equipment, learning materials¹ , etc,
6. Full details of all procedures, including the Complaints and Appeals procedures,
7. A safe physical or online environment for learning that respects physical and mental welfare consistent with Equality and Health and Safety legislation.
8. Comprehensive feedback and feed-forward system which enables apprentices to receive and provide feedback on any/all aspects of the programme,
9. Assessors who will assess submitted coursework/assessment and provide timely and constructive feedback on programme progress.

11.3.1 Apprentice Feedback

FIT will conduct an ongoing survey to measure apprentices' satisfaction with the programmes. The FIT Onboarding and Wellbeing Officer will assume primary responsibility for survey data collections and analysis of trends noting findings while disseminating same to appropriate Tech Apprenticeship stakeholders.

11.3.2 Class Representative System

Each active cohort intake of Tech Apprenticeship has an appointed Class Representative who communicates regularly and at agreed and defined points with the Onboarding and Wellbeing Officer. This process ensures that apprentices are encouraged to recognise their feedback's importance while understanding how to disseminate various matters in a constructive format.

11.3.3 Institutional Use of Apprentice Feedback

Where relevant, FIT will utilise apprentices' feedback to monitor, review, and enhance activity to improve apprentices' experience in training continually. Specifically, FIT will use feedback to gain insight and understanding of general learning experiences, syllabus/curriculum design efficacy, and monitoring apprentice experiences. In addition, feedback will inform the quality enhancement of learning and teaching practice, report on programme review activity, and broadly monitor that tutors are continually meeting FIT expectations of a rich Tech Apprenticeship delivery experience.

11.3.4 Apprentice Rights (giving feedback)

Apprentices' participation in any Tech Apprenticeship survey or interactions in the role of Class Representatives is entirely voluntary. Failure to engage or participate will not result in any discrimination or penalty. FIT expects apprentices to provide honest, constructive, and thoughtful feedback. Feedback must be free of inappropriate, offensive, vindictive, or abusive comments containing either racism or sexism.

¹ Including where necessary electronic materials via Moodle.

11.3.5 Confidentiality and Anonymity (giving feedback)

FIT will ensure the confidentiality of provided feedback unless necessary to meet any legal compliance or where feedback by an apprentice indicates a potentially serious risk to the apprentices' safety or to that of others, including but not limited to FIT staff, tutors, sub-contractors, delivering partners or members of the public. Regarding feedback relating to sensitive matters where the number of responses is low. FIT will not provide any personally identifiable information when disseminating the matter unless consent has been provided by the data subject beforehand.

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