

7.1 Protection of Enrolled Learners (PEL)

ICD Business School must continuously ensure that it is fully compliant with the legal requirements of the Qualifications and Quality Assurance (Education and Training) Act 2012 (regulation 3.3.2.b). Following QQI's protocols for the implementation of part six of the 2012 Act, ICD will maintain an active enrolled learner protection insurance policy for all students.

Enrolled Learner Protection offers protection to students in two ways, firstly with cover for their fees, and secondly through an extensive auditing process for all schools that are certified to offer Enrolled Learner Protection insurance to their students. In the event of an issue with their original provider, this policy offers students placement with an alternative college *or* the return of their fees. Although it is not practicable for the college, given its context, to secure agreements with alternate providers for learner transfer, ICD has put in place arrangements which will enable it to refund an enrolled learner, or person who has paid moneys on behalf of an enrolled learner, in any of the scenarios described in part six of the 2012 Act. Each student receives a certificate with their own personal policy number accompanied by a designated customer service hotline to contact in the event of a claim. Details of these learner protection arrangements are provided directly to prospective learners during the application process, and during initial induction of enrolled learners.

ICD's Registrar and Academic Council are responsible for:

- Notifying QQI of the college's PEL arrangements and ensuring that they are published and made accessible to all interested parties.
- Periodically reviewing the college's PEL arrangements and ensuring that they are adequate and meet legal requirements.
- Making sure that the number of enrolled learners on each programme does not exceed the maximum number specified in agreed PEL arrangements.
- Notifying learners of any change to these arrangements (within 14 days of becoming aware of any change).

REFERENCES

Qualifications and Quality Assurance (Education and Training) Act (2012, Revised 2014) Government of Ireland. Available from

[https://www.qqi.ie/Downloads/Qualifications%20and%20Quality%20Assurance%20\(Education%20and%20Training\)%20Act%202012%20-%20Revised%20November%202014.pdf](https://www.qqi.ie/Downloads/Qualifications%20and%20Quality%20Assurance%20(Education%20and%20Training)%20Act%202012%20-%20Revised%20November%202014.pdf)