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Saint Martin's
Main street.
Ballincollig
Co Cork

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It is the intention of Saint Martin's College to run courses to a high standard, both in presentation and delivery.

In the event of a complaint, the procedure to follow is listed below.

Complaints Procedure

Complaints must be in written form and submitted to the administrator at the college reception.

Complaints will be dealt with by the college management.

It may be necessary to arrange a meeting between the person making the complaint and the management staff.

Every effort will be made to rectify any problems that may arise.

A written reply will be issued to the person making the complaint within 4 weeks of receipt of the complaint.

Learner Protection:

Policy:

Saint Martin's College is committed to providing a system of protection for learners, in the event of programme cessation.

Procedures:

Receipts will be issued to all learners on payment of fees, in whole or in part.

Every effort will be made by the college to prevent programme cessation, alternate tutors may be provided, or an alternate programme provider may be organised.

Alternate providers would offer the exact same programme including similar time, course content and qualification.

In the event of programme cessation refunds will be issued to all learners.

Communication:

Saint Martin's College is committed to ensuring good communication between staff, management and learners by ensuring a system is in place to Facilitate communication between all concerned.

- 1. All learners will receive a student handbook and policy document on registration.**
- 2. A notice board will be in place in the lecture room with information for learners and tutors.**
- 3. Feedback forms will be issued to learners on a regular basis, these will be brought to staff/tutor meetings and any issues arising will be dealt with.**
- 4. Information is available on the college website.**
- 5. Communication between staff and learners will be given in writing as well as orally.**
- 6. Regular staff meetings will be held to ensure efficient communication between staff members.**
- 7. All staff members will have a copy of the learner handbook and policy document.**
- 8. Minutes will be kept of all staff meetings.**
- 9. Each class will elect a class representative to liaise with management.**



Saint Martin's College of Orthopaedic Therapy

Policy & Procedures Handbook

**Main Street. Ballincollig Co Cork
021 2417762 086 6613997
E mail: smcollege.cork@gmail.com**

Entry Requirements. Policy:

It is the intention of Saint Martin's College to offer courses in remedial massage to all learners over the age of 18 years without discrimination.

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1. There is no formal educational entry requirement for the Year 1 Certificate in Orthopaedic & Soft Tissue Therapy . Interviews will precede the offer of places.
 2. Students must be a minimum of 18 years of age.
 3. Learners should have an interest in the area of massage, sports injuries and rehabilitation.
 4. On successful completion of Year 1 with a minimum grade of Merit, learners may progress to Year 2
 5. Learners may progress directly to Year 2 at the discretion of the college depending on prior learning and prior qualification. Proof of certification will be required.

Appeals & Re Sits.**Appeals:**

On receipt of examination results students may appeal any section of their result within 14 days of receiving same.

Appeals must be made in writing to The Principal. Saint Martin's College of Physical Therapy. Main Street. Ballincollig Co Cork.

On receiving an appeal the examination in question will be scrutinised a second time by the appeal board comprising of the outside examiner and the college principal.

The student will be informed of the result of the appeal within 21 days of the college receiving the appeal.

Re sits:

A re sit examination will be offered to students for any part of the examination that has not achieved a pass mark.

There will be a fee for the re sit exam. €200 per section.

In the event of a student not achieving the pass mark following the re sit examination the student will need to repeat the year. A pass will be awarded to students who are successful in the repeat exam.

Grading system:

80%+ Distinction

65% - 79% Merit

50% - 64% Pass

To progress to Year 2 Diploma in Orthopaedic & Soft Tissue Therapy students must receive a minimum of Merit in year 1.

Diplomas will be awarded for each year successfully completed.

Examinations: Policy:

Saint Martin's College is committed to the fair and consistent assessment of learners. All final examinations will be carried out by external examiners and an appeal or re sit option exists for all learners.

Procedures:

Examinations:

Each weekend learners will have a written revision exam on the previous weekends work. These papers will assist learners with preparation for the final exam but will not count towards final exam. Pre exam practical assessment and feedback will also be part of the course.

Final examinations will be held in June each year. The date will be notified at the start of the year along with the weekend dates.

The final examinations will be a written paper and a practical examination. The examinations will be set and carried out by an outside examiner each year.

The practical examination will be approx 30 minutes per student.

Results:

The results will be posted to each student within 4 weeks of the date of the final examinations. Students will receive their scores for each section of the exam.

Diplomas will be awarded to successful students.

Equality & Discrimination

Saint Martin's College is committed to a positive programme of action to promote equal opportunities, and eliminate any discrimination on the basis of gender, marital status, disability, sexual orientation, family status, race or ethnic origin, or religion.

Staff management and members will be encouraged to avail of in service training to raise awareness of equal opportunities issues.

In the event of a learner with special needs, the college is committed to making any reasonable adjustments to the examination structure and course delivery in order to assist the learner.

Such assistance will be carried out following consultation with the learners, thereby identifying any areas of difficulty.

The college will advertise courses on offer each year in a variety of local ,regional and national media, thereby ensuring equal access for all learners.

Job advertisements and college place allocation will be on an equal opportunities basis.

Staff recruitment: Policy:

Saint Martin's College is committed to providing highly qualified staff to ensure the smooth running of the college and the continued professional delivery of all courses.

Procedures:

Vacant positions will be advertised both internally and externally to ensure equal opportunities for all.

All applications will be dealt with through reception.

Copies of all qualifications will be required with applications.

Copies of qualifications of successful applicants will be kept on file.

1. All tutors will be qualified in the area they will be teaching.
2. Recruitment of staff will be carried out following advertisement and interview process.
3. All staff recruitment will be in line with our equal opportunities policy.
4. All staff will attend regular staff meetings to ensure the smooth running of the college.
5. All tutor staff will attend regular tutor meetings to assess the course content and delivery.
6. Staff training and CPD courses will be organised for all staff members.

Programme Development and Delivery**Policy:**

Saint Martin's College is committed to delivering the best available programme to our learners. Our aim is to provide learners with the best information, in the best possible way to ensure a high standard of education for all learners.

Procedures:

1. The programme will be reviewed by the college principal in conjunction with the tutors on a regular basis to ensure that it is up to date with the latest information available.
2. Feedback forms will be given to all learners at regular intervals as a means of assessing the programme delivery.
3. Any areas identified in the feedback forms that need attention will be brought to the attention of the tutors at the next tutor meeting.
5. A tutor report book will be available to tutors after each session in which they can record notes on how each weekend session went and highlight any area they feel may need attention.
6. The course delivery will include a variety of practical work, lectures, presentations using OHP, white board and group discussion work.
7. Tutor self assessment forms will be filled out by tutors following every session.