Access Education Learner Handbook

A Plain English learner guide

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Welcome to An Cosán

Welcome to An Cosán. We are delighted that you are beginning or continuing your learning journey with us.

An Cosán means The Path. We know that every learner's path is different. Some people come to An Cosán to build confidence. Some come to gain a qualification. Some come to prepare for work, further study, family life, community life, or a new direction.

Wherever you are in your journey, you are welcome here.

At An Cosán, we believe that adult learning should be respectful, practical, inclusive, and connected to real life. You bring your own experience, strengths, skills, and hopes into the learning space. These are valuable.

You are not expected to know everything at the start. You are here to learn, practice, ask questions, make mistakes, reflect, and grow.

We are here to support you along the way.

How to Use This Handbook

This handbook is here to help you feel informed, prepared, and supported as you begin or continue your education journey with An Cosán.

You do not need to read everything at once. Some sections will be useful at the beginning of your course, such as the welcome, contacts, learning orientation, and information about technology. Other sections may become more useful later, such as supports, reasonable accommodations, or progression.

The handbook explains how learning works at An Cosán, what you can expect from your course, what supports are available, and how to ask for help. It also explains important learner responsibilities, including attendance, respectful participation, academic integrity, safe digital practice, and submitting your own work.

If anything is unclear, please ask. Asking questions is part of learning. It is always better to ask early than to sit with worry or uncertainty on your own.

Quick Start Guide

Starting a course can feel exciting, but it can also feel like there is a lot to remember. This section gives you a simple starting point. You do not need to have everything figured out straight away. The aim is to help you know what to check first and who can help if something feels unclear.

What to check	Why it matters
Your timetable	This helps you know when and where classes take place
Your tutor's name	This helps you know who is teaching your module
Contact details	This helps An Cosán reach you with important updates
Learner supports	This helps you know who can help if you need support
Learning orientation resources	These help you build confidence with technology, Word, cybersecurity, health and safety, and responsible AI use

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Who to Contact

Different people may support you during your learning journey. You do not need to know the perfect person to contact. If you are unsure, speak to your tutor or any An Cosán staff member and they can help direct you.

If you need help with	Who may help
Class learning, tasks, or feedback	Your tutor
Study skills, planning, reading, writing, or confidence	Learning Support
Blended learning, passwords, devices, or digital confidence	Digital Support or the Digital Inclusion Team
Timetables, forms, attendance records, or general course information	Administration or programme staff
Classroom routines or practical class support	Classroom Assistant, where available
Wellbeing or personal support	Counselling or wellbeing supports, where available
Work experience, CVs, interviews, or next steps	Employment and Skills Support, where available
Reasonable accommodations or access needs	Community Education Lead or Learner Support
Internal or external issues affecting your learning	Community Education Lead

Learning Orientation and Induction

Your learning orientation is designed to help you settle in, understand how learning works at An Cosán, and build confidence with the tools and expectations you may meet during your course. This will generally happen in the first class of your programme.

Induction is not just about rules or forms. It is about helping you feel ready to take part. During induction, you may be introduced to your tutor, your timetable, Teach 'N Go, learner supports, digital learning tools, and safe digital practice. You may also learn who to contact if something in your life is affecting your learning or you need additional supports.

Orientation and technology induction are important parts of starting your course. They help you understand the systems, supports, routines, and expectations that will support your learning.

As part of getting started, you may be asked to complete a digital skills assessment. This helps An Cosán understand what digital support you may need. It is not a test that you pass or fail. It is a way to help us support you with tools such as Microsoft Word, or email.

If you need a laptop loan, please ask as early as possible. Laptop supplies may be limited and may be offered on a first come, first served basis. If you need childcare or family support to take part in learning, please speak to the relevant An Cosán staff member as early as possible so that available options can be explored.

Some learners feel confident using digital tools. Other learners may feel unsure, nervous, or out of practice. Both are okay. Digital skills can be learned step by step. The resources below are free and can help you build confidence at your own pace. Your tutor or support staff may recommend resources depending on your course, your goals, and your support needs.

Recommended Training	Link	How this may support your learning

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Digital confidence	Get Yourself Online	Helps you check your digital skills and find free resources that match your needs
Finding and checking information	Get Yourself Online: Information and Data Literacy	Helps you search, check information, and manage digital content for learning and assessment
Digital communication	Get Yourself Online: Communication and Collaboration	Helps you communicate respectfully in digital spaces, work with others, and understand netiquette and digital identity
Creating digital work	Get Yourself Online: Digital Content Creation	Helps you create digital content and understand copyright and licences
Digital safety	Get Yourself Online: Safety	Helps you protect your privacy, personal data, devices, and digital wellbeing
Solving digital problems	Get Yourself Online: Problem Solving	Helps you solve simple digital problems and notice where you may need more support
Microsoft Word	Word Foundations from LearnFree	Helps with typing, formatting, saving, editing, and preparing assignments
Cybersecurity	HSeLanD Cyber Security Awareness Training	Helps you understand safer digital habits, passwords, links, email awareness, and protecting information
General Data Protection Regulations	HSeLanD The Fundamentals of GDPR	Will make you aware of your responsibilities under GDPR, so that you will improve the way you process data and keep it secure
Health and safety	HSA Learning course	Supports learners preparing for work, placement, practical learning, or safer participation in workplace settings
Responsible AI use	Generative AI for Students: Ethics and Academic Integrity	Helps you understand how AI can support learning without replacing your own thinking or assessment work

AI tools can be useful for learning, but they must be used carefully. You may use AI to help explain a topic, brainstorm ideas, check grammar, or improve clarity. You must not use AI to write your assignment, create assessment evidence, or replace your own thinking. You should not enter private information, learner information, assessment briefs, or internal An Cosán documents into AI tools.

> ***Related policies and guidance:*** *Current QA Manual, learner induction and onboarding procedures, QAF502 Instructional Design and Programme Design for Blended Learning Programmes, updated Blended Learning Policy, QAF701 Reasonable Accommodations, Academic Integrity and AI Practice Guide, Cybersecurity and Safe Digital Practice Guidance.*

Practical Information Before You Begin

This section brings together practical information that may help you before and during your course. Some details may depend on where your course is delivered, so please always check the most recent information shared by An Cosán, your tutor, your hub, or your programme team.

An Cosán Main Centre

An Cosán's main centre is located at Kiltalown Village Centre, Jobstown, Tallaght, Dublin 24. All Access Education programmes take place here.

Travel, Parking and Public Transport

Parking at An Cosán is for staff only. Learners should use public transport where possible.

The number 27 Dublin Bus terminates outside the gate at An Cosán, which makes the main centre easy to find by public transport. If you are attending a local hub or community partner location, please check the public transport and parking arrangements for that location before your first class.

Where possible, plan your journey before your first class, workshop, or appointment. If travel is a barrier for you, please let An Cosán know as early as possible so support options can be explored where available.

Opening Hours and Access to the Building

Opening hours may vary depending on timetables, evening classes, events, and local arrangements. Reception and programme staff will share the most up to date information with learners.

If you need to access the building outside normal class times, for example for study space, support appointments, or meetings, please arrange this with the relevant An Cosán staff member in advance.

Smoking

An Cosán has a No Smoking Policy. Smoking, including vapes and e-cigarettes are not allowed on An Cosán premises except in any designated smoking area where one is provided. Local hubs or partner locations may have their own smoking procedures.

Shared Spaces, Coffee Dock and Breaks

An Cosán aims to create a warm and welcoming learning environment. Shared spaces, including refreshment areas, study spaces, corridors, classrooms, and hub spaces, should be treated with care and respect.

Breaks are an important part of learning. They give learners time to rest, connect with others, and return to learning with more focus. Please return from breaks on time so the class can continue smoothly.

Computing Facilities, Wi Fi and Study Space

Some learners may be able to access computers, Wi Fi, study space, or digital support through An Cosán or through a local hub. Availability may depend on timetable, staffing, location, and programme arrangements.

If you need a quiet space, a computer, Wi Fi, or help with digital tools such as Word, etc. please ask early. Some supports may need to be booked in advance.

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Learner Property and An Cosán Property

Please take care of your own belongings. An Cosán cannot accept responsibility for loss of, or damage to, learner property.

Learners are also expected to treat An Cosán property, hub property, equipment, books, devices, furniture, and shared spaces with care.

Mobile Phones and Devices

Mobile phones and devices can support learning, but they can also distract others. During class, please keep phones on silent unless you need your phone for caring responsibilities, emergency contact, accessibility, or a class activity.

If you need to take an urgent call or message, please step out quietly where possible and return when you can.

Change of Contact Details

Please tell An Cosán if your address, phone number, email address, emergency contact, or other important contact details change.

This is important because An Cosán may need to contact you about classes, supports, fees, certification, graduation, or urgent updates. Awarding bodies usually issue certificates once. If your details are wrong, replacement certificates may take time and may carry a cost.

Fees, Refunds, Withdrawals and Deferrals

Fees are not relevant to access courses however; you can find the policies related to these on An Cosán's website.

> ***Related policies and guidance**: Current QA Manual, Learner Handbook, Data Protection and GDPR Policy, Records Management and Retention Policy, Finance and Fees procedures, Health and Safety Policy, No Smoking Policy, local hub procedures.*

Part 1: Learning at An Cosán

This part of the handbook introduces the kind of learning community An Cosán aims to create. It explains who we are, how we learn together, what Access Education means, and how your learning can support your next steps. It also explains your role as a learner in a way that is clear, respectful, and realistic for adult life.

1. About An Cosán

An Cosán is a community education organisation with deep roots in Jobstown, Tallaght. Its story began with a belief that education should be open to people who had not always been well served by traditional education systems. Over time, An Cosán grew from local community action into a wider learning community that supports adults, families, and communities through education, care, support, and progression opportunities.

The name An Cosán means The Path. This is important. A path is something people walk one step at a time. Some people walk it with confidence. Some people return to it after a long break. Some people need support, encouragement, or time to find their direction. Each learner's path is different, but no learner must walk it alone.

Many learners who come to An Cosán are part of a much longer story. Previous generations of learners have come through these doors, joined classes, asked questions, built confidence, completed qualifications, supported their families, entered employment, continued to further study, or became more active in their communities. Their courage helped shape the learning community that exists today.

By joining An Cosán, you become part of that story too. Your learning matters not only for you, but also for the people connected to you. When one person grows in confidence, knowledge, and opportunity, that can have a ripple effect across families, friendships, workplaces, and communities. Your learning may also help open the path for the next person who comes after you.

Learning at An Cosán is based on community education. This means we value your lived experience, your voice, your questions, your culture, your strengths, and your hopes for the future. We believe adult learning should be practical, respectful, inclusive, and connected to real life.

Many adult learners return to education while also managing family life, work, caring responsibilities, health, confidence, transport, technology, or other pressures. We understand that learning happens in real life, not outside it.

Our aim is to make learning clear, supportive, and achievable. You are not expected to have everything worked out at the beginning. You are invited to begin where you are, take the next step, and let your confidence grow over time.

> ***Related policies and guidance:*** *Current QA Manual, An Cosán Community Education in Practice, Access and Further Education strategy and programme documentation.*

2. Learning Together

Learning works best when people feel safe, respected, and included. At An Cosán, we aim to create learning spaces where learners can ask questions, share ideas, listen to others, build confidence, and learn from experience.

Many An Cosán classes begin with an Opening Circle or another brief welcoming activity such as a reflection, quiet moment, or discussion linked to the theme of the session. This is tutor led and helps learners arrive at the learning space before moving into tasks or course work.

These activities are not intended to be a therapy space. Learners are encouraged to share only what feels comfortable and appropriate in a group setting.

Many sessions also include a brief closing reflection to help learners consider what they have learned, identify any remaining questions, and prepare for the next step in their learning.

Tutors at An Cosán aim to work as a guide on the side. This means your tutor will support, explain, question, and guide, but your learning and work must remain your own. This helps build learner agency, confidence, and independence.

CARE in Learning

CARE value	What this means in learning
Celebrate mistakes	Mistakes are part of learning and help us grow
Appreciate difference	Different experiences, views, and ways of learning are valued
Relay feedback	Feedback should be respectful, useful, and supportive
Evaluate through reflection	We learn by thinking about what worked, what was hard, and what we can try next

You do not have to be perfect. You are expected to take part, try, reflect, and keep going.

> ***Related policies and guidance:*** *Current QA Manual, An Cosán Community Education in Practice, UDL and Inclusive Teaching and Assessment Guidelines, Tutor Handbook, Learner Handbook.*

3. Access Education at An Cosán

Access Education supports adults to build knowledge, skills, confidence, and after school level. It gives the learner the ability and opportunity to take part in learning or training, regardless of their background or previous experience.

> ***Related policies and guidance:*** *Current QA Manual, Section 3 Programmes of Education and Training, programme validation documentation, Access, Transfer and Progression Policy.*

4. Programme Areas at An Cosán

An Cosán may offer Access Education programmes in a number of areas. Programmes may change over time depending on learner need, funding, staffing, community partnerships, and quality assurance approval.

Programme area	What learners may explore
Digital Skill Courses	Providing learners with the skills and confidence to live and work in a digital world.
Health & Wellbeing Courses	Providing learners with the space to explore their own sense of well-being.
Language & Life Skills	Providing learners with the skills and confidence in the important areas of literacy and language.
Return to Education	The holistic style of this course will help learners to develop their digital skills, while building confidence, and gaining the essential life & study skills.

Your own programme information will explain the timetable, delivery mode, and supports that apply to your course.

Related policies and guidance: *Current QA Manual, QAF304 course overview documents where applicable.*

5. Learner Pathways and Progression

Learners come to An Cosán for different reasons. There is no single correct path.

Your learning pathway may support you to build confidence, return to learning after a break, improve digital skills, prepare for employment, progress to another course, prepare for further education, take part more fully in family, community, or civic life, or explore a new direction.

Progression does not have to happen all at once. You may take one step, pause, return, change direction, or build slowly over time.

Related policies and guidance: *Access, Transfer and Progression Policy, Recognition of Prior Learning Policy where applicable, Community Education in Practice, learner support and progression procedures.*

6. Your Role as a Learner

As a learner, you are part of the learning community.

What we ask	Why it matters
Attend classes and Peer Support Sessions	Learning builds week by week
Let us know if you cannot attend	We can support you better when we know what is happening
Take part in a way that works for you	Participation can happen through speaking, writing, chat, reflection, group work, or other agreed ways
Complete learning tasks	Tasks help you practice and apply learnings
Ask for help early	Support is easier when we know early
Respect others	Everyone deserves dignity, safety, and respect
Keep your contact details up to date	This helps An Cosán contact you about learning, etc.

Related policies and guidance: *Current QA Manual, Learner Handbook, Teaching, Learning and Assessment procedures, QAF601 Fair and Consistent Assessment of Learners, Blended Learning Policy, learner engagement and attendance procedures.*

Part 2: How Learning Happens

As an Access learner, you will attend face-to-face sessions. In face-to-face learning, you attend class in person with your tutor and group.

You may take part in group discussion, work in pairs or small groups, complete worksheets or practical tasks, practice skills, use printed or digital resources, ask questions during class, receive tutor feedback, and reflect on your learning.

Face to face learning may still include digital learning. This means your class may happen in person, while videos, practice tasks, or digital resources are used to support your learning.

> ***Related policies and guidance:*** *Current QA Manual, 2025 FET Face to Face Classroom SOP, QAF601 Fair and Consistent Assessment of Learners, UDL and Inclusive Teaching and Assessment Guidelines.*

Part 3: Support for Learners

This part explains the supports that may be available during your learning journey. Support is not only for times of crisis. It is part of how An Cosán helps learners take part, build confidence, manage challenges, and keep moving forward. Some supports are available to many learners. Other supports may depend on your programme, location, funding, access needs, or personal circumstances.

7. Support Available to You

You do not have to manage everything alone. An Cosán may offer different supports depending on your programme, location, funding, and learner needs.

Support	What it may help with
Tutor support	Learning, class tasks, and feedback
Learning Support	Study skills, reading, writing, planning, organisation, referencing, proofreading, time management, and confidence
Digital Support and Digital Inclusion	Teach'N Go, email, passwords, devices, digital confidence, forms, upload issues, and digital skills for learning
Laptop Loan Scheme	Access to a device where you do not have suitable technology for learning. Ask early because devices may be limited
Assistive Technology	Tools that support reading, writing, communication, access, or participation
Classroom support	Practical support in face-to-face classes, where available
Counselling or wellbeing support	Support for learners and families with stress, confidence, grief, relationships, family worries, parenting, trauma, anxiety, pressure, change, or anything difficult to carry alone
Childcare and Family Supports	Supports that may help learners attend and participate where available
Employment and Skills Support	CVs, cover letters, interviews, job search, placement, work readiness, employer links, and progression planning
Reasonable Accommodations	Supports or adjustments that reduce barriers while keeping the same learning outcomes
Learner Representative or Class Representative	Learner voice, shared questions, peer connection, communication, and group feedback
ESOL or Language Support	English language confidence, understanding instructions, and participation where available
Library, Study Space, Wi Fi or Computing Facilities	Quiet study, access to books, devices, Wi Fi, or a place to work where available
Safeguarding and Wellbeing Supports	Concerns about safety, welfare, risk, or serious distress

Health and Safety Support	Accidents, illness during class, first aid, access issues, or environmental concerns
Administration support	Timetables, forms, records, course information, and general queries

Support may look different from programme to programme. Ask your tutor or programme contact what is available to you. You may need more than one support at the same time. Asking for support early can help you stay engaged and do the work for yourself with the right help around you.

> ***Related policies and guidance:*** *Current QA Manual Section 7 Learner Supports, QAF701 Reasonable Accommodations, learner support procedures, Community Education in Practice, UDL and Inclusive Teaching and Assessment Guidelines.*

8. Asking for Help Early

Please ask for help as early as possible if something is becoming difficult. You can ask for help with understanding course work, using technology, planning your time, reading or writing tasks, attendance difficulties, digital access, confidence, wellbeing, or personal circumstances affecting learning.

Asking for help is not failure. It is part of learning. An Cosán staff may also check in with you if they notice changes in attendance, confidence, or participation. The purpose is to offer support early, not to shame or penalise you.

> ***Related policies and guidance:*** *Learner support procedures, QAF701 Reasonable Accommodations, Community Education in Practice, learner engagement and attendance procedures, safeguarding and wellbeing procedures where relevant.*

9. Learner Support Plans

Sometimes an agreed support may be written into a Learner Support Plan. A Learner Support Plan may include learner strengths, barriers affecting learning, agreed supports, where the supports apply, who needs to know, and when the support will be reviewed.

Your information should only be shared with staff who need to know in order to provide, record, monitor, or quality assure the agreed support.

> ***Related policies and guidance:*** *QAF701 Reasonable Accommodations, QAF701 (g) Learner Support Plan Template, QAF701 Assessment Accommodation Record, learner support procedures, Data Protection and GDPR Policy*

Part 4: Safety, Respect and Communication

This part explains how we work together safely and respectfully. A positive learning environment depends on how learners, tutors, staff, and support teams communicate with each other. This includes respect in class, digital safety, privacy, attendance, safeguarding, and how to raise concerns or give feedback.

10. Respectful Learning Spaces

Everyone has the right to learn in a respectful environment. This applies in classrooms, hubs, live blended classes, group work, etc.

Respectful learning means listening to others, allowing different views, using respectful language, keeping shared personal stories private, taking turns, giving feedback kindly, avoiding judgement or put downs, and following agreed group guidelines. An Cosán is committed to equality of opportunity. Bullying, intimidation, harassment, exclusion, or behaviour that affects another person's dignity or safety should be raised with An Cosán as soon as possible. Respect also applies to digital spaces, including, corridors, and community spaces connected to learning. While An Cosán does not operate or take responsibility for private messaging groups, such as peer WhatsApp groups, any reported behaviour that is impacting the attendance of engagement, wellbeing, dignity, or safety of another learner may result in follow up by An Cosán in line with relevant policies and procedures.

> ***Related policies and guidance**: Learner Code of Conduct where applicable, Community Education in Practice, UDL and Inclusive Teaching and Assessment Guidelines, safeguarding and wellbeing procedures, digital safety guidance.*

11. Communication

An Cosán may contact you by email, phone, text, Teach'n'Go, or other approved systems. Please check messages regularly and keep your contact details up to date.

If you are unsure about a message, ask a staff member before clicking links or sharing information.

> ***Related policies and guidance:** Communications SOPs, Data Protection and GDPR Policy, Cybersecurity and Safe Digital Practice Guidance, learner engagement and attendance procedures, Teach'n'Go and CRM SOPs.*

12. Attendance and Engagement

Regular attendance and active engagement are important for success in your programme. Attending classes, participating in activities, completing coursework, and communicating with your tutor will help you stay on track and get the most from your learning experience.

We understand that adult learners often balance study with work, family, health, and other commitments. If you are experiencing difficulties that affect your attendance or engagement, please let us know. We will do our best to support you and help you stay connected to your learning.

> ***Related policies and guidance:** Learner engagement and attendance procedures, Teach'n'Go and CRM SOPs, updated Blended Learning Policy, Guidelines for Education Hub Facilitators, 2025 FET Face to Face Classroom SOP, 2025 FET Blended Learning Classroom SOP, QAF601 Fair and Consistent Assessment of Learners.*

13. Digital Safety and Cybersecurity

Digital safety protects you and other learners. Please keep passwords private, use approved links and platforms, do not share personal information in chat, do not upload private documents into AI tools, be careful

with suspicious emails or links, keep devices updated where possible, do not record classes unless you have permission, and tell staff if something in a digital space feels unsafe or suspicious.

> ***Related policies and guidance:*** *Cybersecurity and Safe Digital Practice Guidance, Digital Literacy and Technology Use Policy, Data Protection and GDPR Policy, updated Blended Learning Policy, Academic Integrity and AI Practice Guide.*

14. Privacy and Data Protection

An Cosán will collect and use learner information for learning, support, administration, quality assurance, and certification purposes. Your information should be treated confidentially and shared only where there is a valid reason.

If you receive support, only staff who need to know should receive the information needed to provide that support.

> ***Related policies and guidance:*** *Data Protection and GDPR Policy, Records Management and Retention Policy, Cybersecurity and Safe Digital Practice Guidance, QAF701 Reasonable Accommodations where support information is shared on a need-to-know basis.*

15. Safeguarding and Wellbeing

An Cosán aims to provide safe and supportive learning spaces. If you are worried about your own safety or wellbeing, or about another person, please speak to a trusted An Cosán staff member.

If there is an emergency or immediate risk, contact emergency services. If there is a fire alarm or emergency evacuation, leave the building immediately by the nearest safe exit. Do not stop to collect personal belongings. Go to the assembly point or follow the instructions given by An Cosán staff, hub staff, tutors, facilitators, or emergency personnel. Do not re-enter the building until you are told it is safe to do so. If first aid is needed, tell reception, your tutor, your Hub Facilitator, or another An Cosán staff member as soon as possible.

> ***Related policies and guidance:*** *An Cosán Safeguarding Policy, wellbeing procedures, learner support procedures, Cybersecurity and Safe Digital Practice Guidance where digital safety concerns arise.*

16. Complaints, Concerns and Feedback

If something is not working well, please tell us. Many concerns can be resolved through early, respectful problem solving. You may be able to raise a concern informally first by speaking with your tutor, Class Representative, Community Education Lead, or another trusted An Cosán staff member. If needed, there is also a formal complaints process.

Learner feedback is important. You may be asked to complete feedback forms during or after your module or course. Your feedback helps An Cosán improve learning, supports, and learner experience.

> ***Related policies and guidance:*** *Complaints Policy, learner feedback procedures, programme review and evaluation procedures, Current QA Manual quality improvement procedures.*

17. Learner Voice and Class Representative

Learner voice is an important part of teaching, learning, support, and quality improvement at An Cosán. Your questions, ideas, feedback, and experiences can help improve how programmes are delivered and supported.

Learner voice may happen through class discussion, Opening Circle, closing reflection, Peer Support Sessions, learner feedback forms, learner representative activity, support conversations, progression conversations, and programme review.

Some classes may have a Class Representative. This person may help share group questions, organise peer connection, and support communication between learners and the programme team. A Class Representative is not responsible for solving everyone's problems, but they can help make sure learner voice is heard.

If something is not working, you do not have to wait until the end of the course to say it. You can speak with your tutor, Class Representative, Community Education Lead, or another trusted An Cosán staff member.

> ***Related policies and guidance:*** *Learner feedback procedures, programme review and evaluation procedures, Community Education in Practice, Current QA Manual quality improvement procedures.*

Part 5: Progression and Next Steps

This part looks beyond the current course or module. Learners come to An Cosán for many reasons, and next steps can look different for each person. Progression may mean another course, a qualification, work experience, employment, volunteering, higher education, community participation, or greater confidence in everyday life.

18. Your Learning Pathway

Learning can support many next steps. Your next step may be another module, a major award, a Level 6 programme, work experience, employment, volunteering, higher education, community participation, or personal confidence and wellbeing.

You do not have to know your full path at the beginning. Your goals may become clearer as you learn.

> ***Related policies and guidance:*** *Access, Transfer and Progression Policy, Community Education in Practice, learner support and progression procedures, programme review and evaluation procedures.*

19. Access, Transfer and Progression

Access means getting into learning. Transfer means moving from one programme, provider, or learning pathway to another where possible. Progression means moving forward to another learning, work, or personal goal.

An Cosán aims to support learners to understand options clearly and make choices that fit their lives.

> ***Related policies and guidance:*** *Access, Transfer and Progression Policy, Recognition of Prior Learning Policy where applicable, programme admissions procedures, learner support and progression procedures.*

20. Finishing Your Course

At the end of the programme, we hope you will have built confidence and developed new skills. Access Education can be a great way to begin your learning journey or to return to education.

When you feel ready, you can choose to take another Access Education course or progress to a Further Education programme.

Details of our courses are available on the An Cosán website. You can also use the Contact Us form if you have any questions about continuing your education with us.

21. Staying Connected

Many learners stay connected with An Cosán after completing a course. You may hear about further learning opportunities, progression routes, community events, employment supports, alumni opportunities where available, or future programmes.

Your learning journey does not have to end when one course finishes.

> ***Related policies and guidance:*** *Access, Transfer and Progression Policy, learner feedback and follow up procedures, Community Education in Practice, Data Protection and GDPR Policy.*

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Appendices

Appendix 1: Learner Quick Checklist

Task	Done
I know my timetable	
I know who my tutor is	
I know who to contact if I need help	
I have checked my contact details are correct	
I know how to ask about reasonable accommodations if needed	
I know where to find digital skills resources	

Appendix 2: Learner Agreement

As a learner at An Cosán, I agree to:

- Take part respectfully
- Attend where possible and communicate if I cannot attend
- Ask for help early if I need support
- Respect other learners and staff
- Use digital tools safely
- Protect my own privacy and the privacy of others
- Contribute to a positive learning environment

This agreement supports fairness, respect, safety, and shared learning for everyone.

Appendix 3: Contacts

Team	Email
Learner Support and Engagement	Learningsupport@ancosan.ie
Counselling Services	counselling@ancosan.ie
Access Education Administration & Community Education Lead	courses@ancosan.ie
General Communication	info@ancosan.ie