

Policy name	Public Information and Communications
QQI Core Guideline/s	1. Public Information and Communications 2. Documented Approach to Quality Assurance 3. Programmes of Education and Training 4. Staff Recruitment and Development
Policy applies to	<input checked="" type="checkbox"/> All <input type="checkbox"/> Specific (<i>outline organisational unit, etc.</i>)
	<input type="checkbox"/> Staff only <input type="checkbox"/> Students only <input checked="" type="checkbox"/> Staff and Students
Approved by	Quality Council
Approval date	October 2020
Effective Date	December 2020
Reference Documents	<i>Policies and criteria for the validation of programmes of education and training. 2017 QQI</i> Protection of Enrolled Learners (PEL): Protocols for the Implementation of Part 6 of the 2012 Act Guidelines for Providers. <i>Qualifications and Quality Assurance (Education and Training) Act 2012</i> Strategy Statement 2017-2021, Lean ar Aghaidh. Donegal ETB
Version	<i>Version 2 Created June 2020</i>
Review by Date	<i>December 2020</i>

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List of Abbreviations

CE	Chief Executive
ETB	Education and Training Board
ETBI	Education Training Board Ireland
FETCH	Further Education and Training Course Hub
GDPR	General Data Protection Regulation
FET	Further Education and Training
NFQ	National Framework of Qualifications
PEL	Protection for Enrolled Learners
PLC	Post Leaving Certificate
QA	Quality Assurance
QASS	Quality Assurance Support Service
QQI	Quality and Qualifications Ireland
SMT	Senior Management Team
STP	Specific Training Provision
TEL	Technology Enhanced Learning
VTOS	Vocational Training and Opportunity Scheme

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1. DONEGAL ETB POLICY ON PUBLIC INFORMATION AND COMMUNICATION

Donegal Education and Training Board's Further Education and Training services is committed to the provision of public information and communication in relation to its activities including our education and training programmes, related services, quality assurance system and evaluations as per the requirements of the QQI core statutory quality assurance guidelines.

We recognise the importance of providing information to prospective and current students, staff and other stakeholders and the following processes and procedures outline our approach to this making sure that information published is clear, accurate, objective, up to date and easily accessible for all stakeholders.

We also recognise the importance of obtaining and acting upon information and feedback from all students, staff and key stakeholders to maintain and improve the quality of our service.

This is reflected in both our current Strategy Statement 2017-2021 (Lean ar Aghaidh) and also within our FET Service's Strategic Performance Agreement 2018-2020

1.1 PURPOSE

The purpose of this policy is to set out Donegal ETB's FET Service's approach to communications, both internally and externally. The procedures and processes outlined in this policy will support the provision of clear and accurate information relating to teaching and learning, programmes and courses, and the publishing of quality assurance policies, procedures and reports for all stakeholders.

1.2 SCOPE / APPLICATION

This policy applies to all Donegal ETB's FET Service's staff and relates to all types of internal and external communications. Communications should always be clear and carried out in a timely, appropriate and effective manner. This policy is informed by QQI's Core Statutory Quality Assurance Guidelines which requires Donegal ETB to ensure that:

- Information published is clear, concise, accurate, objective, up to date and easily accessible.
- Information published in respect of programmes of education and training complies with the spirit and requirements of the 2012 Act, including the requirements specified on preparing and reporting on quality assurance procedures.

1.3 DEFINITION

Communication is the process of sharing information both internally and externally.

Internal communications may include, but are not limited to, Staff Intranet, staff newsletters, emails, memos, meetings, minutes of meetings, presentations, noticeboards, posters, staff seminars, team briefings, evaluations, feedback and reports.

External communications may include, but are not limited to, ETB website, press releases, newsletters, social media, presentations, seminars, radio and newspaper interviews, noticeboards, posters, exhibitions, meetings, evaluations, feedback and reports.

2. POLICY IMPLEMENTATION

This policy and related procedures have been developed by Donegal ETB's FET Service as a response to the recognition that clear communication can both protect and enhance the effectiveness of its work and the value of its role both within the county and nationally. Donegal ETB is committed to:

- Raising awareness of "excellence in the delivery of a quality, learner-centred education and training" (Strategy Statement 2017-2021, Lean ar Aghaidh)
- Transparent and respectful communication that is inclusive of our diverse range of students and stakeholders.
- Developing and improving provision through feedback from students, staff and key stakeholders to maintain and improve the quality of our service.
- Dissemination information about activities and events.

- Responding to information in a timely and effective manner

We will strive to communicate in a variety of formats to reflect the diversity of our stakeholders. Forms of communication used in the Donegal ETB's FET Service include:

Verbal: interpersonal communication, student/staff communications within learning environments, announcements, meetings and phone calls.

Written: Letters, notes, memos, notices, calendars of events, schedules, diary entries, reports, newsletters, tutor journals and student journals

Meetings: staff teams, subject matter meetings, steering committees, working groups, advisory groups, Youthreach student council,

Electronic: Emails, Team Drives, Presentations and Presentation Software, Learner Management systems and Text messaging.

Digital: Website, social media platforms

3. RESPONSIBILITY

Effective communication is the responsibility of **ALL** of Donegal ETB's FET staff and relates to all types of internal and external communications. Furthermore, all members of staff have a responsibility to treat all information in compliance with the General Data Protection Regulation (GDPR) and Donegal ETB's own policy on data protection.

This policy recognises:

- **internal communications** as meaning both verbal and written communications with staff and students;
- **external communications** as meaning both verbal and written communications for and with the general public, including learners and external stakeholders.

ALL STAFF HAVE A RESPONSIBILITY TO:

- Maintain courteous and professional relationships with colleagues, students, external stakeholders and the public at all times.
- Communicate effectively within their staff teams and within areas of responsibility (Figure 1, page 9 and Figure 2, page 10)
- Actively create a culture that ensures a two-way communications process.
- Ensure a flow of positive and current information that reflects the excellence of delivery of the service by maintaining clear and open communication channels.
- Ensure that all information, including statistical data that contributes to reports, social media, website, notices, press releases, and evaluations is accurate.
- Ensure the security of all recorded communications, in compliance with GDPR
- Exercise caution in respect of security of information when relaying information verbally.
- Treat all communications with respect and with confidentiality where appropriate.
- Seek constructive feedback from all relevant stakeholders (internal and external) utilising a variety of methods to inform programme development, practice and development of our quality assurance system.

IN ADDITION TO 3.1 PROMOTION OF COURSES

- Ensure that all information prepared to inform potential and current students and stakeholders about courses and programmes is clear, accurate, and objective and complies with the QQI requirements with regard to the following:
 - (a) Information should comply with the spirit and requirements of the *Qualifications and Quality Assurance (Education and Training) Act 2012*, including the requirements specified on preparing and reporting on quality assurance procedures (**Appendix 1**).
 - (b) When advertising and promoting programmes and awards, the following information needs to be included:
 - programme title as validated should be used, and
 - the correct award/qualification title(s), the correct award type(s) and award class(es) to indicate the level of the award(s) on the National Framework of Qualifications.

This will ensure prospective and current students can make informed decisions. (*Policies and criteria for the validation of programmes of education and training. QQI 2017*).

- (c) Information to enrolled students who have paid for their course should include adequate and accurate information on the protections in place should the course cease. Protection of Enrolled Learners (PEL): Protocols for the Implementation of Part 6 of the 2012 Act Guidelines for Providers. **Appendix 2** provides details on QQI's PEL Protocol.

FIGURE 1: FET MANAGEMENT STRUCTURE

Donegal ETB’s FET service uses an executive management structure. Strategic direction is currently provided by the FET Senior Management team who in turn report to the Director of FET. The diagram below (**Figure 1**) represents the management and governance structure within the ETB’s Further Education and Training service.

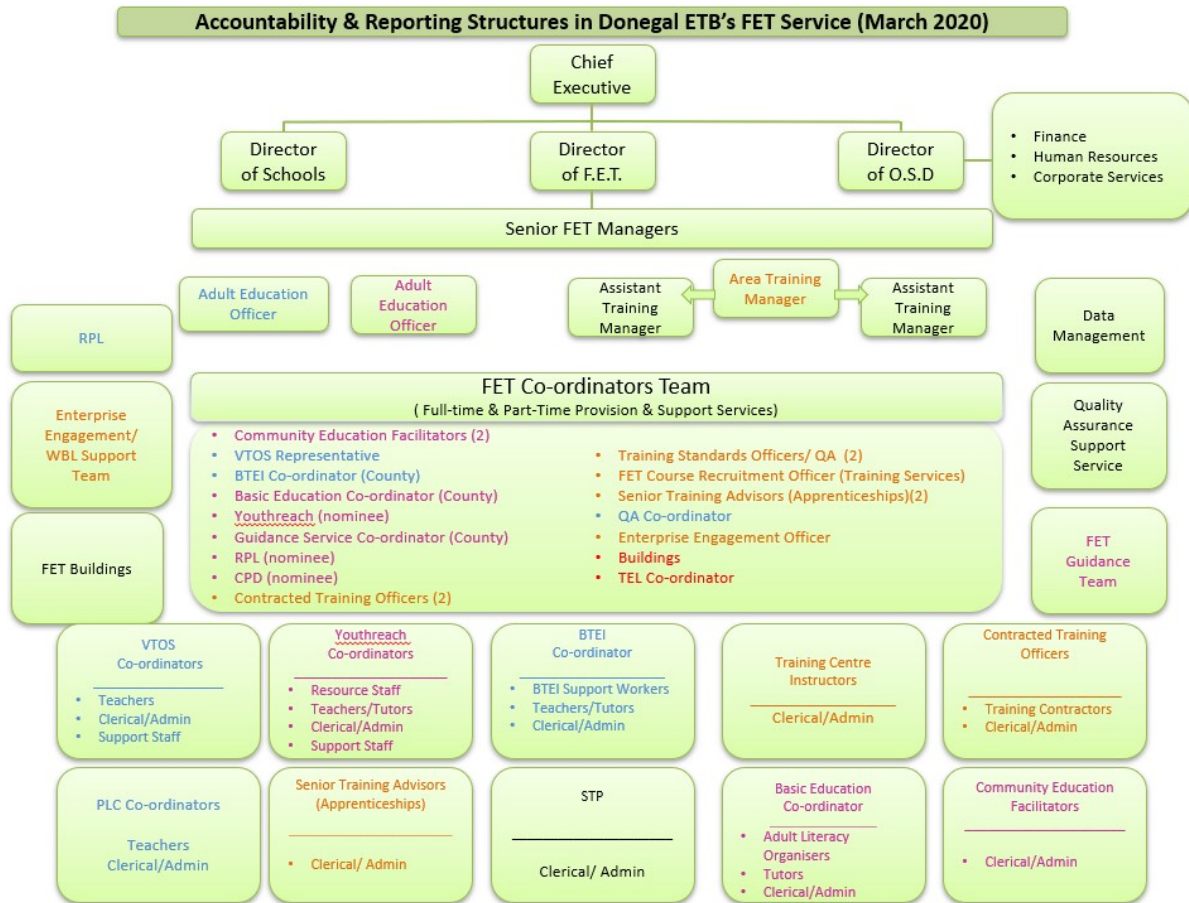


Figure 1.

The structure allows for the executive decision making capacity of the FET Senior Management Team to report into the Chief Executive/Directors’ Forum. In turn the Chief Executive reports to the ETB board to update the board on developments within FET along with other matters.

The FET Coordinators team which represents all the full time and part time programme types and the ETB’s FET centres. The FET coordinators

meet monthly and this provide an additional layer to the current governance model.

FIGURE 2. QUALITY ASSURANCE GOVERNANCE STRUCTURE

Donegal ETB has developed a Quality Assurance Governance and Management structure which includes a Quality Council, a Programme Sub Committee, Quality Sub Committee and a Certification Approval Board.

The QA Support Service receives information and feedback from those groups that inform (e.g. students, tutors, instructors, teachers, programmes, Guidance and Information Service etc.) the development of policies and procedures. When the policies have been developed, it is the role of the Quality and Programme Sub Committees to review them and, if agreed, recommend presentation to the Quality Council. The Quality Council approves new policies and procedures for implementation. This is a deliberative structure with continuous feedback between each of the levels.

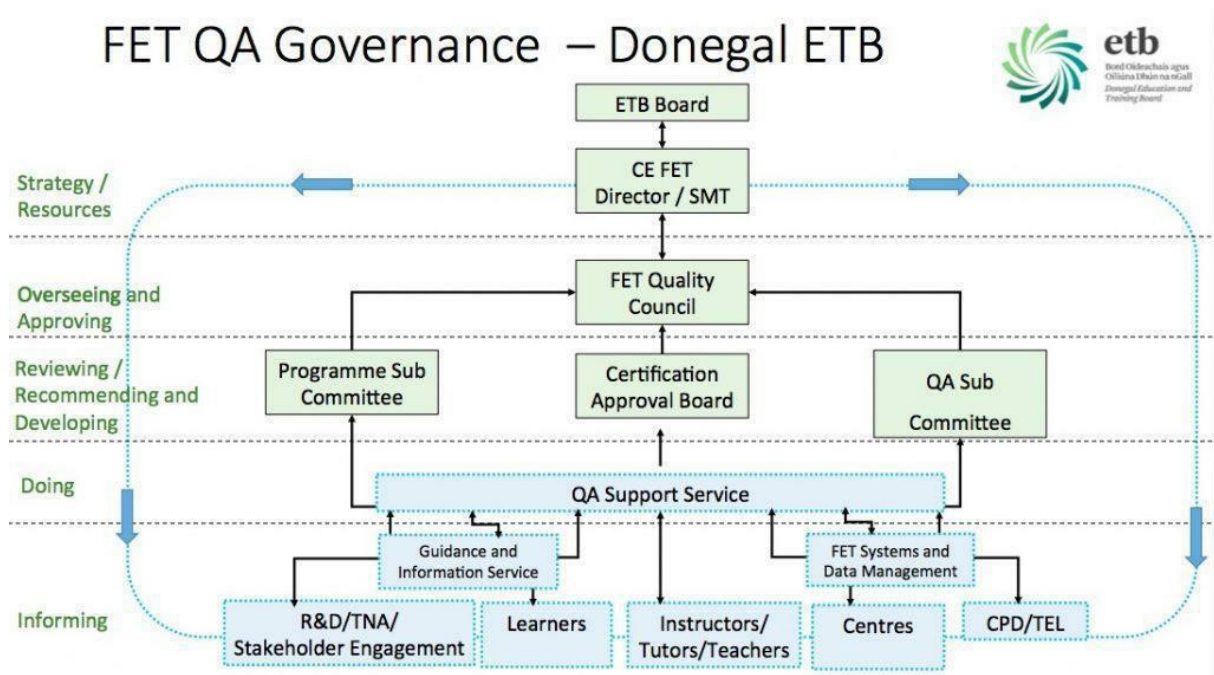


Figure 2.

4. DONEGAL ETB'S PROCEDURES ON PUBLIC INFORMATION AND COMMUNICATION

These procedures describe how Donegal ETB will implement the Public Information and Communication policy and the processes within it.

Policy Area	Public Information and Communication
Procedure names	Communication with students Communication with Staff Communication with External Stakeholders and the General Public
Version	Version 2
Approved by	Quality Council
Approval date	
Effective Date	
Review by Date	December 2020

No.	Procedures and Processes	Responsibility
1	Communication with Students	
	<p>1.1 Website</p> <p>Donegal ETB’s website (www.donegaletb.ie) will be used to outline courses “Donegal ETB Course Finder” and share information with students and potential students on the Further Education and Training section of the Donegal ETB website.</p>	<p>Website Steering Group</p> <p>Communications Officer / Head of IT</p>
	<p>1.2 Courses on FETCH</p> <p>Further Education and Training Course Hub will be used to publish courses offered by Donegal ETB. Information published on course details will clear, concise, accurate, objective, up to date and easily accessible (www.fetchcourses.ie)</p>	<p>FET Coordinators</p> <p>Organisers</p> <p>Facilitators</p> <p>QASS</p>
	<p>1.3 Prospectus</p> <p>The prospectus is a schedule of Donegal ETB’s FET provision which provides clear and accurate information on courses (title, level, access criteria, award and progression options) and is circulated to:</p> <ul style="list-style-type: none"> • External stakeholders (Networks, Community and Voluntary Groups, Other Statutory Agencies) to improve access for potential students. • Potential students (from course enquiries) • Public 	<p>Communications Officer & Guidance and Recruitment staff</p> <p>FET Coordinators/ Organisers/ Facilitators /FET Managers</p>
	<p>1.4 Further Education and Training (FET) Fair</p> <p>The Further Education and Training (FET) Fair provides an opportunity to promote the FET courses and services to both internal and external stakeholders including the general public.</p>	<p>Guidance Service</p> <p>FET SMT</p> <p>FET Coordinators/ Organisers/ Facilitators/ Tutors/Instructors /Teachers and Resource staff</p>

	<p>1.5 Social Media</p> <p>Students will be communicated with through the following social media channels:</p> <ul style="list-style-type: none"> ● Facebook (@donegalETB) ● Twitter (@donegalETB) ● LinkedIn ● (www.linkedin.com/company/donegaletb) ● You Tube (Donegal_ETB) ● Instagram (@donegaletb) 	<p>Communications Officer (Lead)</p>
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	<p>1.6 Student Induction</p> <p>At induction, students will be provided with information, verbally and in writing:</p> <ul style="list-style-type: none"> ● Information on policies and procedures and expected behaviour ● Information on FET Centre, including health & safety regulations ● Course timetable ● Student handbook (where applicable) ● Enrolled students who have paid for courses will be provided with information on protections in place should a course cease. 	<p>FET Coordinators /Guidance Service/ Organisers Tutors / Teachers / Instructors / Resource staff</p>
	<p>1.7 Teaching and Learning</p> <p>Teaching and learning will involve:</p> <ul style="list-style-type: none"> ● Clear instructions and guidelines ● Two-way communications 	<p>Tutors / Teachers / Instructors / Resource staff</p>
	<p>1.8 Information on Assessment</p> <p>Student will be provided with the following information on assessment:</p> <ul style="list-style-type: none"> ● Assessment schedules ● Assessment techniques within the assessment schedule ● Feedback on draft assessments ● Feedback on mock examinations 	<p>Tutors / Teachers / Instructors / Resource staff</p>

	<p>1.9 Feedback from Students</p> <p>The following methods will be used to gain feedback from students:</p> <ul style="list-style-type: none"> • Youthreach Student council, • Course and programme reviews • Evaluation forms/Course Questionnaires/Surveys • Focus Groups • Student fora <p>Student feedback will be used to inform:</p> <ul style="list-style-type: none"> • Course programmes and reviews • Quality Assurance Reports 	<p>QASS</p> <p>FET Coordinators & Organisers</p> <p>Tutors / Teachers / Instructors / Resource staff</p>
	<p>1.10 Information within Centres</p> <p>Information relating to centre events (e.g., closures, disruptions, shared events, etc.) will be communicated as follows:</p> <ul style="list-style-type: none"> • Verbally • Noticeboard / and, or by email. • Text Message • PLSS 	<p>Centre Managers</p> <p>FET Coordinators</p> <p>Organisers</p>
	<p>1.11 School Visits and Open Days</p> <p>Information relating to FET programmes and services will be delivered by way of information briefings to internal and external stakeholders. Information will be communicated as follows:</p> <ul style="list-style-type: none"> • Briefings and Presentations in the FET centres and in post primary schools with questions & answer sessions • Centre tours 	<p>FET Coordinators / Guidance and Recruitment staff / Senior Training Advisors</p>

No.	Procedures and Processes	Responsibility
2	Communication with Staff	
	<p>2.1 Staff meetings Formal Staff team meetings will take place on a regular basis. Agenda and minutes will provide a record of these meetings.</p>	FET Director/ SMT/ FET Coordinators/ Organisers/ Facilitators
	<p>2.2 Written and verbal communications The following methods of communication are used on a regular basis by staff:</p> <ul style="list-style-type: none"> ● Donegal ETB staff email accounts ● Reports ● telephone ● face-to-face conversations ● letters ● memos ● notices ● text message ● Social Media Messaging Apps (subject to review) ● Closed Facebook groups (Youthreach) <p>Social media methods are all subject to continuous review.</p>	All staff/ Communications Officer
	<p>2.3 Staff intranet and Quality Assurance Portal The staff intranet and Quality Assurance Portal will provide mechanisms to access and share information. Information shared via the staff intranet will include updated information on:</p> <ul style="list-style-type: none"> ● Quality Assurance ● Programmes ● Modules ● CPD and Staff Development opportunities 	Communications Officer / Head of IT SMT QASS
	<p>2.4 Staff Recruitment and development Vacancies will be advertised through a range of platforms (e.g. website, social media, print media) that will support the wide dissemination of information</p>	Director/ HR/ SMT

Professional development/CPD opportunities will have a clear application process and CPD undertaken will be recorded by the FET service.	
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<p>2.5 Staff Induction Staff induction will include:</p> <ul style="list-style-type: none"> • Information on policies and procedures • Information on programme / area of responsibility • Information on Centre 	FET Coordinator/ SMT/ HR
<p>2.6 Staff Online Team Drives Cloud based, online Team Drives will be used to</p> <ul style="list-style-type: none"> • share and store information. • provide easy access to information • facilitate collaboration, sharing and updating of information within programme and staff teams 	FET Director/ SMT/ FET Coordinators/ Organisers/ Facilitators
<p>2.7 Feedback from Staff The following methods may be used to gain feedback from staff</p> <ul style="list-style-type: none"> • Staff team meetings • Evaluation forms • Questionnaires • Focus Groups • Workshops • Staff Seminars • QA Information and consultation events <p>Staff feedback will be used to inform:</p> <ul style="list-style-type: none"> • Continual improvement within FET programmes and services • Quality Assurance and Self-Evaluation Reports 	All Staff
<p>2.8 Staff Briefings and consultations These will be used to:</p> <ul style="list-style-type: none"> • share information • gain feedback from staff • update staff on new developments • update staff on progress of FET initiatives 	QASS/ FET Director/ SMT/ FET Coordinators/ Organisers/ Facilitators/

	<p>2.9 Handbooks and Reports Staff will have access to copies of:</p> <ul style="list-style-type: none"> ● Programme or course Evaluation or Review reports ● Quality Assurance Handbook (s) or Manuals ● Donegal ETB Staff Handbook ● Programme handbooks, where appropriate. 	<p>Communications Officer/ FET Director/ SMT/ FET Coordinators/ HR</p>
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	<p>2.10 Website, Intranet and Social Media Communication with staff will include the use of Donegal ETB's website to share information and provide updates and news items. Information will also be shared via social media:</p> <ul style="list-style-type: none"> ● Facebook (@donegaletb) ● Twitter (@donegaletb) ● LinkedIn ● (www.linkedin.com/company/donegaletb) ● You Tube (Donegal_ETB) ● Instagram (@donegaletb) 	<p>Communications Officer/ FET Coordinators/ Organisers/ Guidance Staff/ Recruitment Officer/ FET SMT</p>
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No.	Procedures and Processes	Responsibility
3	Communication with External Stakeholders and the General Public	
	<p>3.1 Networking events at local and national level</p> <p>Donegal ETB will organise networking events to support and facilitate external communication. These events may include either organising, or representation on the following, as appropriate:</p> <ul style="list-style-type: none"> ● One-to-one meetings ● Group Meetings ● Seminars ● Workshops ● National Forums (e.g., ETBI Quality Assurance Network events) ● Fora (e.g., Community Education Forum) ● Protocol working groups (e.g., DEASP) ● Regional and National Steering Groups (RPL National Steering Group) ● Management groups (e.g., Change makers, Partnership Companies, DCC) ● Employer Fora 	<p>FET Director</p> <p>SMT</p> <p>FET Coordinators/ Organisers/ Facilitators</p>
	<p>3.2 Publicity material</p> <p>A range of publicity materials to support promotion of programmes and courses. This may include leaflets, brochures and a prospectus. Advice from the Communications officer will be sought, as appropriate.</p>	<p>Communications Officer</p> <p>FET Coordinators</p> <p>Guidance Service</p> <p>Recruitment officer</p>
	<p>3.3 Donegal ETB Website</p> <p>Donegal ETB's website (www.donegaletb.ie) will be used to publish courses, publicise events and publish reports, evaluations and our Quality Assurance reports, plans and Policies and Procedures.</p>	<p>Communications Officer</p> <p>QASS</p> <p>SMT</p>
	<p>3.4 Reports and Publications</p> <p>Donegal ETB will strive to ensure accuracy and accessibility of information in all published Quality Assurance publications. Publications may include:</p>	<p>QASS</p> <p>SMT</p>

	<ul style="list-style-type: none"> • Quality Improvement Plan (statutory obligation) • Self-evaluation Report (statutory obligation) • All publications (e.g. workbooks, reports) will have Donegal ETB's logo clearly visible. • Publications will also have web address and contact details and social media icons, as appropriate. 	Communications Officer
	<p>3.5 Social Media Information will also be shared via social media:</p> <ul style="list-style-type: none"> • Facebook (@donegaletb) • Twitter (@donegaletb) • LinkedIn (www.linkedin.com/company/donegaletb) • You Tube (Donegal_ETB) • Instagram (@donegaletb) 	Communications Officer
	<p>3.6 Courses on FETCH Further Education and Training Course Hub will be used to publish courses offered by Donegal ETB. Information published on course details will clear, concise, accurate, objective, up to date and easily accessible (www.fetchcourses.ie)</p>	FET Coordinators Organisers Facilitators
	<p>3.7 Further Education and Training (FET) Fair The Further Education and Training (FET) Fair provides an opportunity to promote the FET courses and services to both internal and external stakeholders including the general public.</p>	Guidance Service FET SMT FET Coordinators/ Organisers/ Facilitators/ Tutors/Instructors /Teachers and Resource staff

5. DONEGAL ETB'S MONITORING AND REVIEWING SCHEDULE OF THIS POLICY AND ASSOCIATED PROCEDURES AND PROCESSES

5.1 Policy

Responsibility	Frequency	Methods
	6 Months after implementation	

5.2 Procedure(s) (Add additional table for each procedure)

Responsibility	Frequency	Methods
	6 Months after implementation	

6. DOCUMENT CONTROL

Version Number	Approval date	Description of revision	Originator	Approved by
Policy				
Version 2			QASS	Quality Council
Procedures				
Version 2			QASS	Quality Council

Appendix 1

Qualifications and Quality Assurance (Education and Training) Act 2012

34.— (1) The Authority shall review the effectiveness of the procedures established by a relevant provider under [section 28](#) , and the implementation by the relevant provider of those procedures—

(a) at least once every 7 years from the issue of guidelines under [section 27](#) (1)(a), and

(b) from time to time as the Authority thinks appropriate.

(2) A relevant provider subject to review under *subsection (1)* shall pay to the Authority within one month of the completion of the review such fee (if any) as may be determined by the Authority under [section 80](#) .

(3) The Authority shall carry out a review under *subsection (1)* in accordance with the procedures for review established by it under [section 27](#) (1)(b).

(4) The Authority shall consult with An tÚdarás um Ard-Oideachas in carrying out a review under *subsection (1)* where—

(a) that review relates to a relevant provider, and

(b) that relevant provider is an institution of higher education.

(5) The Authority shall prepare a report setting out the results of a review under *subsection (1)*.

(6) The Authority shall provide a copy of the report prepared under *subsection (5)* to the relevant provider concerned and the relevant provider may, within one month from the provision of the report to it, submit in writing any observations it has on the report to the Authority.

(7) After consideration of any observations submitted to the Authority under *subsection (6)*, the Authority may make any amendments to the report that the Authority considers appropriate.

(8) The Authority shall provide a copy of the final report to the relevant provider and shall publish the report (including the observations of the provider concerned) in such form and manner as it thinks appropriate (including on the internet).

<http://www.irishstatutebook.ie/eli/2012/act/28/enacted/en/html>

Appendix 2

Protection of Enrolled Learners (PEL): Protocols for the Implementation of Part 6 of the 2012 Act Guidelines for Providers

PROVIDER'S RESPONSIBILITIES

2.1 As per Section 3.4.1 of the Protection of Enrolled Learners: Protocols for Implementation of Part 6 of the 2012 Act, providers seeking access to validation or delegation of authority to make awards for programmes of three months' duration or longer where moneys have been paid by, or on behalf of, the learner, must submit in writing to QQI the details of their PEL arrangements. PEL arrangements are required for each programme of the provider on a programme-by-programme basis.

2.2 For each programme for which PEL is required, the provider must submit to QQI the following:

- a. Details of the provider's PEL arrangements (alternate programmes / refund arrangements)
- b. Confirmation that the provider has satisfied itself that the PEL arrangements are adequate and meet its legal requirements in respect of PEL
- c. Procedures for access to learner records

2.3 The PEL arrangements must be supplied as part of the provider's programme validation or revalidation (programmatic review) documentation. Validations / revalidations will not be progressed unless the required PEL arrangements information is provided.

2.4 All providers must make available to learners certain programme-related information prior to enrolling learners or accepting money from or on behalf of learners in respect of a programme of education and training as per Section 3.2 of the Protection for Learners: Protocols for the Implementation of Part 6 of the 2012 Act.

<https://www.qqi.ie/Publications/Publications/Protection%20of%20Enrolled%20Learners,%20Protocols%20for%20the%20Implementation%20of%20Part%206%20of%20the%202012%20Act%20Guidelines%20for%20Providers.pdf>

Reference Documents

Policies and criteria for the validation of programmes of education and training. 2017 QQI

https://www.qqi.ie/Publications/Publications/Initial_Validation_policy_7_10_13.pdf

Protection of Enrolled Learners (PEL): Protocols for the Implementation of Part 6 of the 2012 Act Guidelines for Providers.

<https://www.qqi.ie/Publications/Publications/Protection%20of%20Enrolled%20Learners,%20Protocols%20for%20the%20Implementation%20of%20Part%206%20of%20the%202012%20Act%20Guidelines%20for%20Providers.pdf>

Qualifications and Quality Assurance (Education and Training) Act 2012

<http://www.irishstatutebook.ie/eli/2012/act/28/enacted/en/html>

Strategy Statement 2017-2021, Lean ar Aghaidh. Donegal ETB

www.donegaletb.ie

Donegal ETB Social Media Usage Policy and Guidelines, Edition 1 @ November 2017

Bord Oideachais agus Oiliúna Dhún na nGall, Polasaí Usáide agus Treoirínte na Meán Sóisialta, Eagrán 1 @ Samhain 2017

Donegal ETB Guidelines for Setting up and Use of Social Media Accounts with a Specific Purpose of Promoting Student Projects, Edition 1 @ 12 February 2020

Bord Oideachais agus Oiliúna Dhún na nGall, Treoirínte maidir le Cuntais Mheán Sóisialta a Oscailt agus a Úsáid le Tionscadail Daltaí a Chur Chun Cinn, Eagrán 1 @ 12 Feabhra 2020

Donegal ETB Print Advertising Guidelines for Donegal ETB's Further Education and Training (FET) Service, Edition 1 @ 24 February 2020